

Official Record Index

Item No.	Description	Date Entered into Record
1.	Request/approval to study for discontinuance	01/07/2011
2.	Notice (if appropriate) to Headquarters of suspension	N/A
3.	Notice (if appropriate) to customers/district personnel of suspension	N/A
4.	Highway map with community highlighted	01/11/2011
5.	Eviction notice (if appropriate)	N/A
6.	Building inspection report & photos of building deficiencies	N/A
7.	Post Office and community photos	01/19/2011
8.	Form 150, <i>Postmaster Workload Information</i>	02/14/2011
9.	Worksheet for calculating work service credit	02/10/2011
10.	Window transaction record	01/22/2011
11.	Record of incoming mail	01/21/2011
12.	Record of dispatched mail	01/22/2011
13.	Administrative postmaster/OIC comments	01/27/2011
14.	Inspection Service/local law enforcement vandalism reports	01/25/2011
15.	Post Office fact sheet	02/10/2011
16.	Community fact sheet	01/27/2011
17.	Alternate service options/cost analysis	02/10/2011
18.	Form 4920, <i>Post Office Closing or Consolidation Proposal—Fact Sheet</i> (with past three fiscal years of total revenue and revenue units)	05/13/2011
19.	Analysis of investigative findings/recommendations	02/15/2011
20.	Questionnaire instruction letter to postmaster/OIC	02/17/2011
21.	Cover letter, questionnaire, and enclosures	02/17/2011
22.	Returned customer questionnaires & PO response letters	02/17/2011
23.	Analysis of questionnaires	03/04/2011

Item No.	Description	Date Entered into Record
24.	Community meeting roster	03/04/2011
25.	Community meeting analysis	03/04/2011
26.	Community meeting letter (if meeting held prior to questionnaire)	N/A
27.	Petition and Postal Service response letter (if appropriate)	N/A
28.	Congressional inquiry & Postal Service response letter	4/12/2011
29.	Proposal checklist	3/14/2011
30.	District notification to Government Affairs	03/08/2011
31.	Instructions to postmaster/OIC to post proposal	03/10/2011
32.	Invitation for comments exhibit	03/21/2011
33.	Proposal exhibit	03/21/2011
34.	Comment form exhibit	03/21/2011
35.	Instructions for postmaster/OIC to remove proposal	05/13/2011
36.	Round-date stamped proposals & invitation for comments	06/03/2011
37.	Notification of taking proposal & comments under consideration	05/18/2011
38.	Customer comments and Postal Service response letters	05/16/2011
39.	Premature Postal Rate Commission appeal and Postal Service response letter (if appropriate)	N/A
40.	Analysis of comments	06/03/2011
41.	Revised proposal (if appropriate)	N/A
42.	Updated Form 4920 (if appropriate)	N/A
43.	Certification of record	5/27/2011
44.	Log of Post Office discontinuance actions	5/27/2011
45.	Transmittal to Vice President, delivery and retail, from district manager, customer service and sales	06/06/2011
46.	Headquarters' acknowledgment of receipt of record	06/08/2011
47.	Final determination transmittal letter from Headquarters	06/30/2011



Item No.	Description	Date Entered into Record
48.	Instruction letter to postmaster/OIC on posting	07/08/2011
49.	Round-date stamped final determination cover sheets	07/08/2011
50.	<i>Postal Bulletin Post Office Change Announcement</i> form	
51.	Appeal letter	07/08/2011
52.	Public notice postings on appeal (if appropriate)	
53.	Postal Rate Commission opinion on appeal affirming final determination (if appropriate)	
54.	Vice President, delivery and retail, instruction letter	
55.	Letter to customers	
56.	Notification to local Address Management Systems (AMS) to update AMS database	
57.	Announcement in <i>Postal Bulletin</i>	

01/07/2011

GAIL DUBA
DISTRICT MANAGER
HAWKEYE PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the 2 congressional district.

Post Office Name: PILOT GROVE
Zip+4 Code: 52648-5000
EAS Level: 11
Finance Number: 187200
County: Lee

Proposed Admin Office: WEST POINT PO
ADMIN Miles Away: 7.0
Near Office Name: HOUGHTON PO
Near Miles Away: 5.0
Number of Customers:
Post Office Box: 20
General Delivery: 0
Rural Route (RR): 0
Highway Contract Route (HCR): 0
Intermediate RR: 0
Intermediate HCR: 0
City Delivery: 0
Total Customers: 20

The above office became vacant when the postmaster retired on 01/29/2010.

Study for discontinuance request based on minimal workload, revenue, need for more operational efficiency and the ability for the Postal Service to provide effective and regular service by an alternate means.

WENDY BERG
Manager, Post Office Operations

Approval to Study for Discontinuance:

GAIL DUBA
DISTRICT MANAGER
HAWKEYE PFC

01/07/2011

DATE

cc: Area Manager, Public Affairs and Communication



NOTICE OF POST OFFICE EMERGENCY SUSPENSION

A. Office

Name: PILOT GROVE State: IA Zip Code: 52648
Area: WESTERN District: HAWKEYE PFC
Congressional District: 2 County: Lee
EAS Grade: 11 Finance Number: 187200
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no Emergency Suspension for this office

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 02/10/2011
Fax No: (319) 399-5502



NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

A. Office

Name: PILOT GROVE State: IA Zip Code: 52648
Area: WESTERN District: HAWKEYE PFC
Congressional District: 2 County: Lee
EAS Grade: 11 Finance Number: 187200
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no Emergency Suspension for this office

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 02/10/2011
Fax No: (319) 399-5502

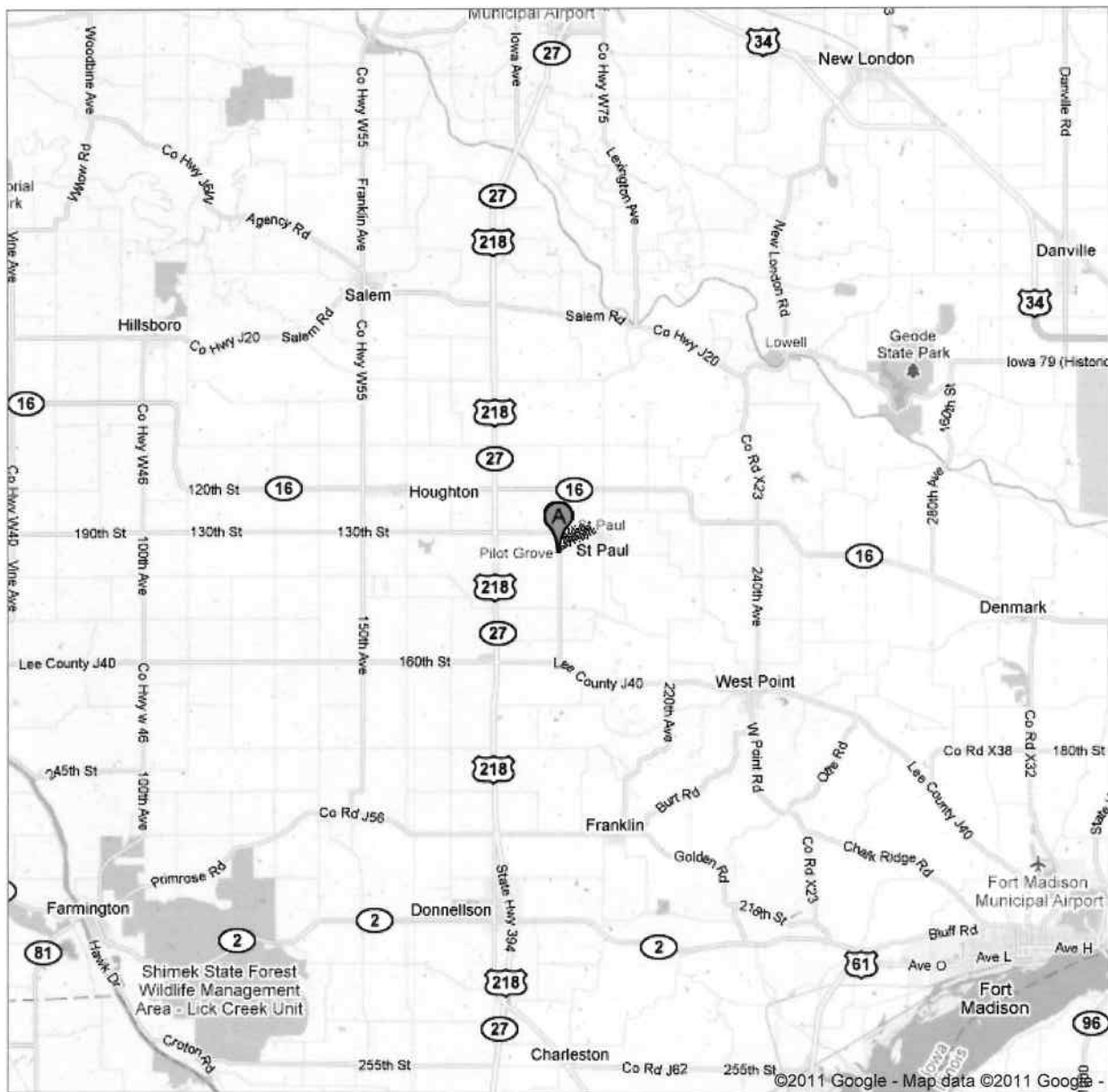
Google maps

Address Pilot Grove
Marion, IA 52656

Get Google Maps on your phone



Text the word "GMAPS" to 466453





Building Inspection Report

A. Office

Name: PILOT GROVE State: IA Zip Code: 52648
Area: WESTERN District: HAWKEYE PFC
Congressional District: 2 County: Lee
EAS Grade: 11 Finance Number: 187200
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

- There was no building inspection report nor photos for this office

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 05/13/2011
Fax No: (319) 399-5502



Inside Pilot Grove Post Office



Behind counter at Pilot Grove PO



Front of Pilot Grove Post Office



Back of Pilot Grove Post Office



View of Pilot Grove leaving north



View of Pilot Grove leaving south



Building Inspection Report

A. Office

Name: PILOT GROVE State: IA Zip Code: 52648
Area: WESTERN District: HAWKEYE PFC
Congressional District: 2 County: Lee
EAS Grade: 11 Finance Number: 187200
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no building inspection report nor photos for this office

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 05/13/2011
Fax No: (319) 399-5502

PS Form 150, Postmaster Workload Information

 Docket 1377495
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Post Office, State & Zip Code PILOT GROVE, IA 52648		Postmaster's Signature BBVS00	Date 02/11/2011
District Office, State & Zip Code HAWKEYE PFC, IOWA 52406		District Manager's Signature KT9VD4	Date 02/14/2011
(Check Box) <input checked="" type="checkbox"/> Vacancy <input type="checkbox"/> Management Review <input type="checkbox"/> RFR		See Instructions on Reverse	
1.	Current Office Level		11
2.	Finance Number	(1-6)	187200
3.	General Delivery Families Served	(7-9)	0
4.	Post Office Boxes/Call Boxes Rented	(10-15)	20
5.	Possible City Deliveries	(16-20)	0
6.	Administrative Rural Boxes Served	(21-25)	0
7.	Intermediate Rural Boxes Served	(26-30)	0
8.	Administrative Responsibility form Intermediate Rural Boxes for Other Offices	(31-35)	0
9.	Administrative Highway Contract/Star Route Boxes Served	(36-39)	0
10.	Intermediate Highway Contract/Star Route Boxes Served	(40-43)	0
11.	Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)	0
12.	Number of Carrier Stations/Branches	(48-49)	0
13.	Number of Finance Stations/Branches	(50-51)	0
14.	Number of Contract Stations/Branches & Community Post Offices	(52-53)	0
15a.	Does Office Experience A Seasonal Workload? (box one "Y" of yes; "N" for no) (If you answer "yes" of this question, complete 'Seasonal Workload' section on reverse.)	(54)	N
15b.	Duration of Experience A Seasonal Workload? (minimum of 8 weeks)	(55-56)	
16.	Does Office Perform Outgoing Distribution for Other Offices?	(57)	N
17.	Does Office Perform Incoming Distribution for Other Offices?	(58)	N
18.	Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)	N
19.	Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)	N
20.	Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)	N
21.	Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)	N
22.	Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)	N
23.	Is Postmaster Lessor for Government Owned Building?	(64)	N
24.	Does Office Have MPLSM/SPLSM?	(65)	N
25.	Does Office Distribute Food Stamps?	(65)	N

PS Form 150, Postmaster Workload Information

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	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	20	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	0
Intermediate Rural Boxes Served	0	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/Star Route Boxes	0	0

Instructions

- Enter current evaluated office level.
- Enter the 6 digit post office finance number.
- Enter number of general delivery families served.
- Enter total number of post office boxes and call boxes rented. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches as well as the main office including GPO's.
- Enter total possible city deliveries. The total reported should equal the total possible deliveries shown on Form 1621, *Carrier Route Report*, for the previous accounting period.
- Enter the number of administrative boxes served. This is the number of rural route boxes served, within your ZIP Code ONLY by carriers administratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an intermediate office.
- Enter the number of intermediate rural boxes served. This is the number of rural boxes, within your ZIP Code, served by a carrier administratively reporting to another postmaster. For credit, the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier sequencing.
- Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a carrier administratively responsible to you, but which are located in the ZIP Code for another office.
- Enter the number of administrative highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor for whom you have administrative responsibility. Do not include boxes on the routes which are in the same ZIP Code of an intermediate office.
- Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to another Postmaster. For credit the mail must be incoming to your office and separated to the contract route by you or your employees.
- Enter the number of intermediate highway contract star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
- Enter the number of classified stations and/or branches that have carrier delivery service.
- Enter the number of classified finance stations and/or branches (without carrier delivery service) staffed by postal employees.
- Enter the total number of contract stations, rural stations and community post offices.
 - A contract station is a detached finance unit manned by non-postal employees
 - A rural station is a post office box delivery unit serviced by a rural carrier.
 - A community post office is a contract unit which provides service in a small community.
- To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 8 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.

Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)

- Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a culling, facing and cancelling operation?
- Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
- Does office separate incoming mail to carrier routes for other associate offices?
- Does office separate all incoming letter size mail to city, rural and/or star routes?
- Does office separate all incoming flats to city and/or rural carrier routes without assistance from an MPC?
- Do you have a vehicle maintenance facility under your jurisdiction?
- Do you have an air transfer office under your jurisdiction?
- Do you occupy a government-owned building and lease a portion of the building to someone else?
- Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?
- Does your office distribute food stamps?

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Office Name: PILOT GROVEOffice Zip+4: 52648 -5000District: HAWKEYE PFC

Activity WSCs

General Delivery Families Served (Item 3, PS Form 150)	0	X 1.0	=	0
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150)	20	X 1.0	=	20
Possible City Deliveries (Item 5, PS Form 150)	0	X 1.33	=	0
Administrative Rural Boxes Served (Item 6, PS Form 150)	0	X 1.0	=	0
Intermediate Rural Boxes Served (Item 7, PS Form 150)	0	X 0.7	=	0
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150)	0	X 0.3	=	0
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150)	0	X 1.0	=	0
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150)	0	X 0.7	=	0
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150)	0	X 0.3	=	0
Total Activity WSCs				20

Revenue WSCs

Total Revenue 45029

First	25 revenue units: 1.00	X	25 units	=	25.00
Next	275 revenue units: 0.50	X	92 units	=	46.00
Next	700 revenue units: 0.25	X	0 units	=	0.00
Next	5000 revenue units: 0.10	X	0 units	=	0.00
	Balance of revenue units: 0.01	X	0 units	=	0.00
Total revenue WSCs:					71.00

Activity WSCs 20 + Revenue WSCs = 71.00 Base WSCs 91.00 = EAS Grade CPrevious evaluation: EAS grade 11Previous Year Revenue 09 115741Previous Year Revenue 08 141426Effective date of change in service hours: _____ (if appropriate)
(when a vacancy exists, hours must reflect the appropriate EAS grade)

Worksheet completed by:

KAREN LENANE

KAREN.S.LENANE@USPS.GOV

Printed Name

Signature

HAWKEYE PFC District Review Coordinator

02/14/2011

Title

Date

POST

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Completed By:

in the survey period.

1003

Survey of Incoming Mail

Docket: 187200

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Survey of Incoming Mail
(Record in Pieces)

Post Office Name and Zip+4

PILOT GROVE 52648 - 5000

Dates Recorded

01/08/2011 through 01/21/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 01/08	215	0	46	0	0	0	0	0
Sun - 01/09	0	0	0	0	0	0	0	0
Mon - 01/10	220	8	47	0	2	0	0	0
Tue - 01/11	77	0	21	0	1	0	0	0
Wed - 01/12	117	3	33	0	7	0	0	0
Thu - 01/13	116	5	54	0	4	0	0	0
Fri - 01/14	113	7	22	0	2	0	0	0
Sat - 01/15	87	0	39	0	4	0	0	0
Sun - 01/16	0	0	0	0	0	0	0	0
Mon - 01/17	0	0	0	0	0	0	0	0
Tue - 01/18	217	6	72	0	5	0	0	0
Wed - 01/19	163	4	66	0	1	0	0	0
Thu - 01/20	137	7	29	0	7	0	0	0
Fri - 01/21	128	4	29	0	7	0	0	0
TOTALS	1,590	44	458	0	40	0	0	0
Daily Average	144.5	4.0	41.6	0.0	3.6	0.0	0.0	0.0

Signature of Person Making Count:

Printed Name:

Date:

01/21/11

Conversion Rate

Letter Type	Total Pieces Per Foot	Flat Type	Total Pieces Per Foot
Manual Letters	227	Manual Flats	115
Automated Letters	215	Automated Flats	115
Sequenced Letters	2227	Sequenced Flats	115

Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

Survey of Dispatched Mail

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Survey of Dispatched Mail
(Record in Pieces)

Post Office Name and Zip+4

PILOT GROVE 52648 - 5000

Dates Recorded

01/08/2011 through 01/21/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 01/08	27	0	0	0	0	0	0	0
Sun - 01/09	0	0	0	0	0	0	0	0
Mon - 01/10	319	0	1	0	0	0	0	0
Tue - 01/11	205	0	3	0	2	0	0	0
Wed - 01/12	501	0	2	0	7	0	0	0
Thu - 01/13	136	0	2	0	7	0	0	0
Fri - 01/14	281	0	2	0	1	0	0	0
Sat - 01/15	62	0	1	0	3	0	0	0
Sun - 01/16	0	0	0	0	0	0	0	0
Mon - 01/17	0	0	0	0	0	0	0	0
Tue - 01/18	157	0	3	0	1	0	0	0
Wed - 01/19	202	0	2	0	2	0	0	0
Thu - 01/20	259	0	2	0	1	0	0	0
Fri - 01/21	685	0	7	0	0	0	0	0
TOTALS	2,834	0	25	0	40	0	0	0
Daily Average	257.6	0.0	2.3	0.0	3.6	0.0	0.0	0.0

Signature of Person Making Count:

Printed Name:

Date:

01/22/11



01/27/2011

OIC/POSTMASTER

SUBJECT: PILOT GROVE Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the PILOT GROVE Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the PILOT GROVE Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to KAREN LENANE by 02/10/2011. This information will be entered into the official record for public viewing.

Post Office Box	<u>20</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>0</u>
Highway Contract Route (HCR)	<u>0</u>
Intermediate RR	<u>0</u>
Intermediate HCR	<u>0</u>
City Delivery	<u>0</u>
Total Customers	<u>20</u>

If you have any comments on alternate means of providing services to the PILOT GROVE customers, please provide them below:

Pilot Grove Savings Bank 1341 Pilot Grove Rd. JJ Nichtings 1342 Pilot Grove Rd Steffensmeier Welding 1311 Pilot Grove Rd. Quality Feeds Plus 2033 Locust St. St. Paul IA 52657 Perfect Puppies 1215 215th Ave West Point, IA 52656 Home Town Vet south of Pilot Grove, IA Schwartz Tavern 1345 Pilot Grove Rd. Kaye's HenHouse 1315 Pilot Grove Rd Paul's Processing 1315 Pilot Grove Rd. Merschman Furinture St. Paul IA 52657 Merschman Carpet St. Paul 52657 Foecke Farms 1349 Pilot Grove Rd St. Paul Catholic Churc St.Paul 52657 Lee County DOT(mails large envelope daily from this P.O.)

KAREN LENANE
Post Office Review Coordinator

Comments:

just wanted to add that Pilot grove bank has 7 extended branches and recently bought \$17,600.00 worth of stamps. Also this is their 100 yr. anniversary. There is a lot of history in this little town and alot of money!! Between the bank, Nichtings and Steffensmeiers alone there's millions of dollars. I provide special services to the bank and Nichtings, which means I personally take their mail to them

in the morning and pick it up for them at night. I also help Nichtings with hand work. When they do their monthly mailings to 1500 people I put all the stamps on for them, saves them time.

c: Official Record

01/25/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the PILOT GROVE Post Office, 52648 - 5000, located in Lee County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC

NBR records of mail theft or vandalism: 1

Comments/Findings:

No current/active investigations by USPIS

cc: Official Record



01/27/2011

*Lee County Sheriff's Office
2530 255th Street
Montrose, LA 52639*

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the PILOT GROVE Post Office, 52648 - 5000, located in Lee County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please return your findings in the enclosed envelope. You may use the bottom of this form to report your findings, accompanied by your signature, title, and date.

Thank you for your assistance in this matter

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC

Enclosure: Return Envelope

Nbr records of mail theft or vandalism: ____

Comments/Findings:

Our office searched our records back to 11/5/2007. There were
no instances of vandalism or mail theft

Scott Bonar, Chief Deputy 01/31/2011

cc: Official Record

Post Office Survey Sheet

Docket: 1377495

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Post Office Survey Sheet

Post Office Name PILOT GROVE ZIP+4 52648-5000
 Congressional District 2 Date 02/10/2011

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.

N/A Management initiated study

2. Is the facility accessible to persons with disabilities? ☐ Yes ☒ No

3. Lease terms? 30-day cancellation clause? Year to year lease effective 09/01/2001 with a 30 day cancellation clause

4. Are suitable alternate quarters available for an independent Post Office? If so, where?

N/A Management initiated study

5. List potential CPO sites.

N/A Management initiated study

6. Are there any postage meter customers or permit mailers? ☐ Yes ☒ No

If yes, please identify them by name and address.

N/A

7. Which career and noncareer employees will be affected and what accommodations will be made for them?

1 PMR to be reassigned or terminated

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?

Star route drops mail off at 7 am and mail is dispatched via star route driver at 17:00

How Post Office boxes are installed? 36

How Post Office boxes are used? 20

What are the window service hours? 07:30 - 11:30 - 13:00 - 17:00 M-F

07:30 - 09:30 S

What are the lobby hours? 7:30 - 17:00 M-F

7:30 - 9:30 S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.

Postal Inspector reported 1 mail theft or vandalism. No current/active investigations by USPIS

10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)? None
11.	List potential CBU/parcel lockers sites and distances from present Post Office site. N/A Management initiated study
12.	Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated? None
13.	<p>Rural delivery/HCR delivery.</p> <p>a. What is current evaluation? 46K</p> <p>b. Will this change result in the route being overburned? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If so, what accommodations will be made to adjust the route? Aux route from Ft Madison offset</p> <p>c. How many boxes and miles will be added to the route? 20, box 1 Miles</p> <p>d. What would be the additional annual expense if the route is increased? 2872</p> <p>e. What is the one-time cost of CBU/parcel locker installation (id appropriate)? 0</p> <p>f. At what time of the day does the carrier begin delivery to the community? 10:30</p> <p>Will this delivery time be affected if the office is discontinued? (Y or N) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If so, how? 0</p>
14.	<p>Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>Current no fee box holders will have an increase in box rent if PO Box service is continued in another facility.</p>

Community Survey Sheet

Docket: 1377495

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Community Survey Sheet

Post Office Name PILOT GROVE ZIP+4 52648-5000
Congressional District 2 Date 01/27/2011

1. Incorporated?

☐ Yes ☒ No

Local government provided by:

None

Police protection provided by:

Lee County Sheriff Department

Fire protection provided by:

Lee County Fire Department

School location:

West Point, Iowa

2. What population growth is expected? (Please document your source)

Minimal - Facilities Planning website

3. What residential, commercial, or business growth is expected? (Please document your source)

Minimal - Facilities Planning website

History. (Are there any special historical events related to the community?)

Are there any special community events to consider?

4. Is the Post Office facility a state or national historic landmark (see ASM 515.23)?

Check with the field real estate office when verification is needed.)

None

5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?

self employed and farmers

Which nonpostal services are provided by the Post Office (e.g., public bulletin board,

school bus stop, community meeting location, voting place, government form distribution center,

6. Do employees of the office offer assistance to senior citizens and handicapped)?

What provisions can be made for these services if the Post Office is discontinued?

public bulletin board

Highway Contract Route Cost Analysis Form

Docket: 1377495

Page Nbr: 17

Highway Contract Route Estimated Cost for Alternative Service

Office Name: PILOT GROVE

Office Zip+4: 52648 -5000

District: HAWKEYE PFC

1. Enter the number of additional boxes to be added to the route 0 x 3.64 hours per year 0.00

2. Enter the number of additional miles to be added to the route 0.00 x 10.40 hours per year 0.00

Total time added to the route 0.00

3. Enter the HCR hourly rate (Contact Area Manager, Purchasing/Contracting Officer) 0.00

Total additional compensation (HCR hourly rate x total time added to the route) 0.00

Rural Route Cost Analysis Form

Docket: 1377495

Page Nbr: 17a

Rural Route Carrier Estimated Cost for Alternative Replacement Service

Office Name: PILOT GROVE

Office Zip+4: 52648 -5000

District: HAWKEYE PFC

1. Enter the number of additional boxes to be added to the rural route 20

2. Enter the number of additional miles to be added to the route 1.75

Total (additional boxes x volume factor) 37.20

3. Enter the number of additional boxes to be added to the rural route	<u>20</u>		
Centralized boxes	<u>0.00</u>	x 1.00 Min	<u>0.00</u>
Regular L route boxes	<u>0.00</u>	x 1.82 Min	<u>0.00</u>
Regular Non-L route boxes	<u>20.00</u>	x 2.00 Min	<u>40.00</u>

Total additional box allowance 40.00

4. Enter the number of additional daily miles to be added to the rural route	<u>1.75</u>	x 12 Mileage Standard	<u>21.00</u>
--	-------------	-----------------------	--------------

Total additional minutes per week (miles carried to two decimal places) 98.20

5. Total additional annual minutes (additional minutes per week year)	<u>98.20</u>	x 52 Weeks	<u>5,106.40</u>
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6. Total additional annual hours (additional annual minutes/ 60 minutes per hour)	<u>5,106.40</u>	/ 60 Minutes	<u>85.11</u>
---	-----------------	--------------	--------------

7. Enter the rural cost per hour (see national payroll summary report – rural carrier, consolidated)	<u>33.74</u>		
--	--------------	--	--

Total Annual Cost (additional annual hours x rural cost per hour) 2,871.50

8. Enter lock pouch allowance (if applicable)			<u>0.00</u>
---	--	--	-------------

Total annual cost for alternate service (annual cost minus lock pouch allowance) 2,871.50

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 05/13/2011
2. Post Office Name PILOT GROVE		3. State and ZIP + 4 Code IA, 52648-5000		
4. District, Customer Service HAWKEYE PFC	5. Area, Customer Service WESTERN	6. County Lee	7. Congressional District 2	
8. Reason for Proposal to Discontinue Study for discontinuance request based on minimal workload; revenue, need for more operational efficiency and the ability for the Postal Service to provide effective and regular service by an alternate means.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service
11. Staffing		12. Hours of Service		
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 01/29/2010		a. Time M-F 07:30 - 11:30 - 13:00 - 17:00		Sat 07:30 - 09:30 Total Window Hours Per Week
b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input checked="" type="checkbox"/> Non-Career		a. Lobby Time M-F 7:30 - 17:00		Sat 7:30 - 9:30 42.00
c. Current PM POSITION Level (150)EAS-11 Downgraded from EAS-11				
d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0				
e. No of Others- 0 No of Career- 0 No of Non-Career- 0				
13. Number of Customers Served		14. Daily Volume (Pieces)		
a. General Delivery 0		Types of Mail Received Dispatched		
b. P.O. Box 20		a. First-Class 148 257		
c. City Delivery 0		b. Newspaper 41 2		
d. Rural Delivery 0		c. Parcel 3 2		
e. Highway Contract Route Box 0		d. Other 0 0		
f. Total 20		e. Total 192 261		
g. No. Receiving Duplicate Service 0		f. No. of Postage Meters 0		
h. Average No. Daily Transactions 7.40		g. No. of Permits 0		
Finances a. FY 2008 2009 2010		Receipts \$ 141,426 \$ 115,741 \$ 45,029	b. EAS Step 1 PM Basic Salary (no Cola) \$ 33167	c. PM Fringe Benefits (33.5% of b.) \$11,111
16a. Quarters				
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 08/31/2011 Annual Lease \$ 4500				
30-day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by)				
Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input checked="" type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
16b. Explain:				
17. Schools, Churches and Organization in Service Area: No: 2 St. Paul Catholic Church St. Paul 52657 Lee County DOT (mails large envelope daily from this P.O.)		19. Administrative/Emanating Office (Proposed): Name WEST POINT PO EAS Level 16 Miles Away 7.0 Window Service Hours: M-F 13:00-16:30 SAT 08:30 10:00 Lobby Hours: M-F 06:30 17:00 SAT 06:30 10:30 PO Boxes Available: 125		
18. Businesses in Service Area: No: 12 Pilot Grove Savings Bank 1341 Pilot Grove Rd. JJ Nichtings 1342 Pilot Grove Rd Steffensmeier Welding 1311 Pilot Grove Rd. Quality Feeds Plus 2033 Locust St. St. Paul IA 52657 Perfect Puppies 1215 215th Ave West Point, IA 52656 Home Town Vet south of Pilot Grove, IA Schwartz Tavern 1345 Pilot Grove Rd. Kaye's HenHouse 1315 Pilot Grove Rd Paul's Processing 1315 Pilot Grove Rd. Merschman Furniture St. Paul IA 52657 Merschman Carpet St. Paul 52657 Foecke Farms 1349 Pilot Grove Rd		20. Nearest Post Office (if different from above): Name HOUGHTON PO EAS Level 11 Miles Away 5.0 Window Service Hours: M-F 12:30-16:15 SAT 08:00 09:15 Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 52		
21. Prepared by				
Printed Name and Title LISA CARVER		Signature LISA CARVER		Telephone No. AC () (319) 399-2902
PO Discontinuance Coordinator Name KAREN LENANE		Location CEDAR RAPIDS, IOWA		



February 17, 2011

OIC/POSTMASTER

SUBJECT: Pilot Grove Post Office

Enclosed are questionnaires addressed to customers of the Pilot Grove Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by March 9, 2011, for further review.

A handwritten signature in cursive script, reading "Lisa K. Carver".

Lisa Carver
Post Office Review Investigator

Enclosures

February 17, 2011

Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The postmaster at the Pilot Grove Post Office retired on 01/29/2010. A review of the business activities of the Post Office revealed that the office workload had declined. Our office review revealed an average 7.40 daily retail window transactions. The reduced workload suggests that the maintenance of an independent office in Pilot Grove may not be warranted.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, to roadside boxes installed by the customers. This service would be performed by a rural route carrier and would involve closing our operations at the Pilot Grove Post Office.

We estimate that rural route carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the West Point Post Office, located 7 miles away. Hours of service at this office are 8:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:30 p.m. Monday through Friday, and Saturday 8:30 a.m. to 10:00 a.m. Post office box service is available at this location for a fee.

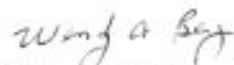
If a change to carrier service is implemented, customers will continue to use the name Pilot Grove, IA 52648 in their mailing address. If you would like to provide input into a decision to permanently change to rural route service, please return the enclosed questionnaire by March 4, 2011, using the pre-addressed envelope provided. Please be aware that if we formalize a proposal, your questionnaire will become part of an official record and will be available for public viewing.

If you would like an opportunity to discuss this form of service with us, postal representatives will present a community meeting at the Pilot Grove Savings Bank on Thursday, March 3, 2011, at 6:00pm to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time. The enclosure entitled "United States Postal Service Summary of Post Office Change Regulations" describes what is involved in making a formal proposal if a permanent change in postal service appears warranted.

If you have any questions, you may contact Lisa Carver, Post Office Review Investigator at 309-798-2302.

Thank you for your assistance.

Sincerely,



Wendy A. Berg

Manager, Post Office Operations Area 8
7900 Hickman Rd
Windsor Heights IA 50324-4432

Enclosures: Questionnaire and return envelope
Summary of Post Office Change Regulations
Carrier delivery information

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Pilot Grove Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other postal services:

- | | | |
|----------------------------------|------------------------------|-----------------------------|
| a. Entering permit mailings | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| b. Resetting/using postage meter | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

Nonpostal Services

- | | | |
|--|------------------------------|-----------------------------|
| a. Picking up government
forms (such as tax forms) | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| c. Assisting senior citizens,
persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

If yes, please explain: _____

- | | | |
|--------------------------------|------------------------------|-----------------------------|
| d. Using public bulletin board | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| e. Other | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

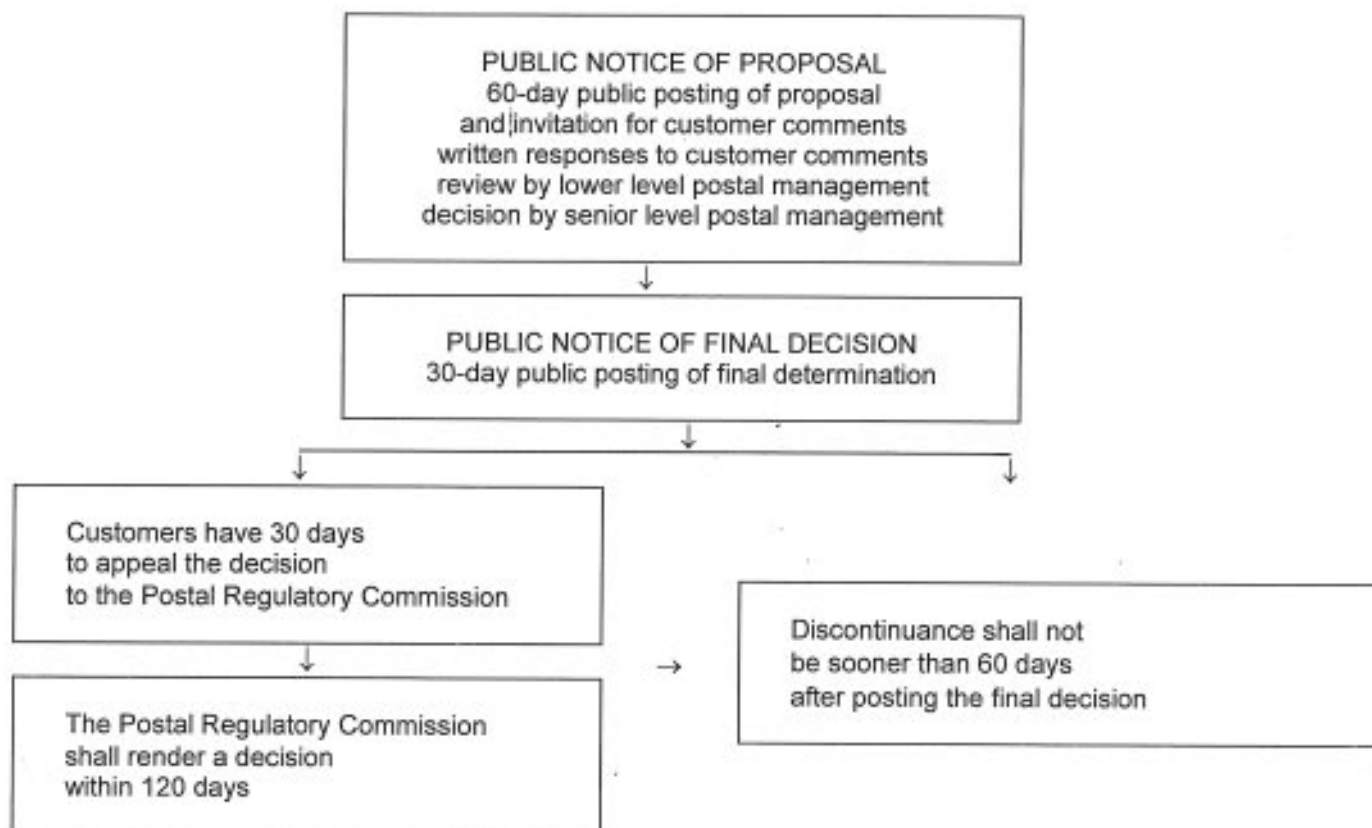
If yes, please explain: _____

SUMMARY OF POST OFFICE CHANGE REGULATIONS

Certain regulations based on federal law apply when postal managers propose to replace a post office with an alternate form of postal service. These regulations are designed to ensure that the reasons for proposing such changes in postal service are fully disclosed at a stage when customers can make helpful contributions toward a final decision. The full text of the statutory regulations appears in Title 39, United States Code, Section 404(b), while the implementing regulations appear in Title 39, Code of Federal Regulations, Part 241.3.

An initial investigation and any subsequent formal proposal to discontinue a post office originate with postal field managers responsible for post offices in that area. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected post offices, along with an "Invitation for Comments," which formally invites customer comments. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

When a final decision is made at Postal Headquarters in Washington, DC, that decision is posted in affected post offices for 30 days, during which customers may appeal the decision to the Postal Regulatory Commission in Washington, DC. The Postal Regulatory Commission has 120 days to consider and decide an appeal. Even without an appeal, no post office may be closed sooner than 60 days after the public posting of the final decision.





POST OFFICE ON WHEELS SERVICES AVAILABLE FROM RURAL AND HIGHWAY CONTRACT ROUTE CARRIERS

You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

MAILING PACKAGES

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package **MUST** have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

PURCHASING STAMPS BY MAIL

The Stamps by Mail program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the Post Office or the carrier.

Commemorative stamps and stamp-collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the United States Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as Certified, Registered, Express Mail, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the Post Office during their absence. Upon return, the customer asks the Post Office to resume delivery.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Pilot Grove Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service. Post Office box service will be available from the Community Post Office together with all other retail services except for permit mailings and postage meter settings, which will require new arrangements. How would you feel about replacing the current Post Office with a Community Post Office?

Better ☐Just as Good ☐No Opinion ☐Worse ☐Please explain. would need more information

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____Personal needs ☒ _____Banking ☐ _____Employment ☐ _____Social needs ☐ _____

5. Do you currently use local businesses in the community?

Yes ☒No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☐No ☐

6. If a Community Post Office is established in your community, would you be interested in bidding on the contract to operate it?

Yes ☒ would need
more informationNo ☐Name: Pilot Grove Savings Bank
(please print your name)Address: PO Box 5, Pilot Grove, IA 52648Telephone number: 319-469-3951 Date: 2-24-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

1 Pilot Grove Rd.
P.O. Box 5 • Pilot Grove, Iowa • 52648

February 24, 2011

Lisa Carver
PO Review Investigator
PO Box 9998
Taylor Ridge, IL 61284-9998

Dear Ms. Carver:

This letter is in response to the notification Pilot Grove Savings Bank recently received regarding the possible closing of the Post Office in Pilot Grove, Iowa.

The Pilot Grove Post Office has been a foundation of history, business and industry since the late 1800's. In those early days, the Post Office was a hub of activity. Mail was picked up by patrons at the Post Office in the small city of Pilot Grove, where approximately 20 post office boxes are housed. These boxes, especially P.O. Box 5, which belongs to Pilot Grove Savings Bank, is still very much in use today in a building situated on the only street still remaining in Pilot Grove, Iowa.

The Pilot Grove Post Office was established long before Pilot Grove Savings Bank. Now in the 21st Century as the Bank celebrates its 100th Anniversary, we must wonder how many thousands of envelopes and packages were carried by hand, bundle, or box, through all kinds of Iowa weather, across the street in Pilot Grove to the Post Office. And for that matter, how many dollars of stamps and other services were purchased by the Bank and its ever increasing employee base throughout the century? The figures could be staggering.

Since 2006, Pilot Grove Savings Bank has purchased \$283,547.00 worth of stamps alone from the Pilot Grove Post Office – a five-year average of \$56,709.00. That amount does not include fees paid for packages or other services. Several times each week, Bank officers may require a letter or document to be mailed Certified Return Receipt Requested. This special service carries additional fees, often which cost \$5.50 or more for each regular weight envelope. Isn't that amount of consistent revenue, generated by a single business alone, enough to warrant keeping the Pilot Grove Post Office open? How much revenue must be generated to employ one worker in a small building?

Having a Post Office located directly across the street from our Bank for one hundred years has proven to be an enormous convenience. Not only are we able to pick up our mail first thing in the morning in order to have it processed before our daily deadlines, we are also able to take our mail to the Post Office any time throughout the work day. This is especially valuable in December and January when we are processing end-of-the-year documents for our over 20,000 customers. The transfer of mail from Bank to Post Office can occur without having our

employees absent from their duties for more than a few minutes at a time. In addition, this daily practice keeps our employees productive, saves them vehicle gas, and conserves the Bank reimbursements for mileage. If the Pilot Grove Post Office should close, our employees will be making a 16-mile round trip drive, at a minimum of twice each day, in all types of weather, to our nearest Post Office in West Point, Iowa.

As previously mentioned, Pilot Grove Savings Bank has a Post Office Box in Pilot Grove. If the Pilot Grove Post Office were to close, we would be forced to incur monumental printing expenses to change our address. The address "P.O. Box 5," is printed on every Bank envelope, business card, and sheet of stationary. Calendars, statement paper, address labels, and a myriad of other miscellaneous bank documents and items bear the printed address. Our newly-created website even contains the Post Office Box number. Since the majority of our mail consists of legal documents, personal checks, cashier's checks, confidential paperwork, and sometimes even cash, we wouldn't want to risk the delivery of any Bank mail to the wrong address. We are now secure knowing our incoming mail is safely held in a Post Office Box right across the street rather than being carried throughout the county by a rural mail carrier and left in a roadside mailbox.

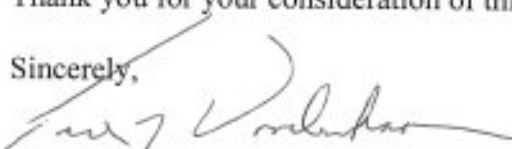
Pilot Grove Savings Bank is a growing business with approximately \$320 million in assets and over 70 employees – 25 of whom work daily in Pilot Grove. We understand what it means to "watch the bottom line" and that significant funds are often needed to make a business cost-effective and profitable. We are also very conscious of what it means to be a good citizen and how important it is to support our friends, neighbors, and community.

The Pilot Grove Post Office is a valuable entity, not only to our Bank, but to other businesses and citizens in our small town as well as for those passing through. Perhaps a compromise can be reached between the United States Postal Service and the community where the Pilot Grove Post Office could remain operational but on a limited basis. If the Post Office were open for fewer hours each day, for example from 8:00 a.m. to 10:00 a.m. each morning and from 2:30 p.m. to 4:30 p.m. in the afternoon, that would satisfy the need for a fully, functioning Post Office in Pilot Grove as well as decrease the funds necessary to fund a full-time government office.

On behalf of the Pilot Grove Savings Bank Directors, Officers, and Staff, I encourage you to contemplate the intrinsic value of the Pilot Grove Post Office in the community. Not only does the Post Office provide valuable products and services, it also is a time-saving, economical convenience to the citizens and neighboring businesses it serves. Closing the Pilot Grove Post Office would eliminate a worthwhile existing government office in our small town as well as diminish a part of our history.

Thank you for your consideration of this extremely worthy matter.

Sincerely,


Ted J. Vonderhaar
President/CEO



03/03/2011

PILOT GROVE SAVINGS BANK

PO BOX 5

PILOT GROVE, IA 52648

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the PILOT GROVE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected.
- You expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.
- You expressed a concern about the collection of outgoing mail. Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.
- You expressed a concern about growth in the community. The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
- You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
- You expressed a concern about an address change on checks and stationery. Customers will use a carrier route address. The new address will continue to use the community name and zip code. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.
- You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
- Customers said they would miss the special attention and assistance provided by the personnel at the Pilot Grove Post Office. Courteous and helpful service will be provided by personnel at the West Point Office and from the carrier. Special assistance will be provided as needed.
- You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
- You were concerned about obtaining services from the carrier, retail services provided at the post office are available from the

carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form J227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the PILOT GROVE Post Office should be pursued, a formal proposal will be posted in the PILOT GROVE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,



Wendy Berg
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Pilot Grove Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Resetting/using postage meter | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

Nonpostal Services

- | | | |
|--|------------------------------|--|
| a. Picking up government
forms (such as tax forms) | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| c. Assisting senior citizens,
persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| e. Other | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service. Post Office box service will be available from the Community Post Office together with all other retail services except for permit mailings and postage meter settings, which will require new arrangements. How would you feel about replacing the current Post Office with a Community Post Office?

Better ☐Just as Good ☒No Opinion ☐Worse ☐

Please explain. _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____Personal needs ☐ _____Banking ☐ _____Employment ☐ _____Social needs ☐ _____

5. Do you currently use local businesses in the community?

Yes ☒No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒No ☐

6. If a Community Post Office is established in your community, would you be interested in bidding on the contract to operate it?

Yes ☐No ☒Name: Wayne Schwartz
(please print your name)Address: P.O. Box 7 Pilot Grove, Ia.Telephone number: 319 469 3791 Date: 2/22/11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



03/03/2011

WAYNE SCHWARTZ

PO BOX 7

PILOT GROVE, IA 52648

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the PILOT GROVE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the PILOT GROVE Post Office should be pursued, a formal proposal will be posted in the PILOT GROVE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script that reads "Wendy A. Berg".

Wendy Berg
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Customer Questionnaire

It's difficult to be exact with some of the answers.

1. Please check the appropriate box to indicate whether you use the Pilot Grove Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/> <i>on his weekly</i>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <i>- depends on the season</i>
d. Picking up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> <i>on less</i>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> <i>many</i>	<input checked="" type="checkbox"/> <i>depends on season</i>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Resetting/using postage meter | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| c. Assisting senior citizens, persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| e. Other | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service. Post Office box service will be available from the Community Post Office together with all other retail services except for permit mailings and postage meter settings, which will require new arrangements. How would you feel about replacing the current Post Office with a Community Post Office?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain.

My service in the Pilot Grove
Post Office has been excellent. I cannot
imagine having no contact with the post office person.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping

☒

groceries, many other things

Personal needs

☒

dentist, physician

Banking

☐

Employment

☐

Social needs

☐

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☐

No ☐

6. If a Community Post Office is established in your community, would you be interested in bidding on the contract to operate it?

Yes ☐

No ☒

Name: Mary Harrison
(please print your name)

Address: 1057 160th St

Telephone number: (319) 836-2023 Date: 2-23-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



03/03/2011

MARY HARRISON

1057 160TH STREET
FARMINGTON, IA 52626

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the PILOT GROVE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You stated that you would miss the special attention and assistance provided by the personnel at the Pilot Grove Post Office. Courteous and helpful service will be provided by personnel at the West Point Post Office and from the carrier. Special assistance will be provided as needed.

If it is determined that a discontinuance of the PILOT GROVE Post Office should be pursued, a formal proposal will be posted in the PILOT GROVE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script that reads "Wendy A. Berg".

Wendy Berg
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Pilot Grove Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Resetting/using postage meter | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

Nonpostal Services

- | | | |
|--|------------------------------|--|
| a. Picking up government
forms (such as tax forms) | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| c. Assisting senior citizens,
persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| e. Other | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Pilot Grove Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Resetting/using postage meter | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

Nonpostal Services

- | | | |
|--|------------------------------|--|
| a. Picking up government
forms (such as tax forms) | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| c. Assisting senior citizens,
persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| e. Other | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service. Post Office box service will be available from the Community Post Office together with all other retail services except for permit mailings and postage meter settings, which will require new arrangements. How would you feel about replacing the current Post Office with a Community Post Office?

Better ☐Just as Good ☐No Opinion ☒Worse ☐

Please explain. _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____Personal needs ☒ _____Banking ☐ _____Employment ☐ _____Social needs ☒ _____

5. Do you currently use local businesses in the community?

Yes ☒No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒No ☐

6. If a Community Post Office is established in your community, would you be interested in bidding on the contract to operate it?

Yes ☐No ☐Name: Marge A Stuecker & Larry H Stuecker
(please print your name)Address: Box 12 1404 Pilot Grove Rd, Pilot Grove, Ia 52648Telephone number: 319-469-2151 Date: 2/23/11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



03/03/2011

MARGE & LARRY STUECKER

PO BOX 12
PILOT GROVE, IA 52648

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the PILOT GROVE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the PILOT GROVE Post Office should be pursued, a formal proposal will be posted in the PILOT GROVE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script that reads "Wendy A. Berg".

Wendy Berg
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Pilot Grove Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒No ☐

If yes, which offices:

West Point Office

3. If you now receive carrier delivery, there will be no change to your delivery service. Post Office box service will be available from the Community Post Office together with all other retail services except for permit mailings and postage meter settings, which will require new arrangements. How would you feel about replacing the current Post Office with a Community Post Office?

Better ☐Just as Good ☐No Opinion ☐Worse ☐

Please explain.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping

Shop in Mt. Pleasant or Ft. Madison

Personal needs



Banking

Bank in Pilot Grove

Employment

I work in West Point

Social needs



5. Do you currently use local businesses in the community?

Yes ☒No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒No ☐

6. If a Community Post Office is established in your community, would you be interested in bidding on the contract to operate it?

Yes ☒No ☐

Name:

Lora Meierotto

(please print your name)

Address:

1358 Pilot Grove Rd. Box 29 Pilot Grove, Ia. 52648

Telephone number:

319-469-6000

Date:

2-23-11Part-time

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



03/03/2011

LORA MEIEROTTO

PO BOX 29
PILOT GROVE, IA 52648

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the PILOT GROVE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the PILOT GROVE Post Office should be pursued, a formal proposal will be posted in the PILOT GROVE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script that reads "Wendy A. Berg".

Wendy Berg
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

1. Please check the appropriate box to indicate whether you use the Pilot Grove Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other postal services:

- | | | |
|----------------------------------|------------------------------|-----------------------------|
| a. Entering permit mailings | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| b. Resetting/using postage meter | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

Nonpostal Services

- | | | |
|--|------------------------------|-----------------------------|
| a. Picking up government
forms (such as tax forms) | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| c. Assisting senior citizens,
persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

If yes, please explain: _____

- | | | |
|--------------------------------|------------------------------|-----------------------------|
| d. Using public bulletin board | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| e. Other | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service. Post Office box service will be available from the Community Post Office together with all other retail services except for permit mailings and postage meter settings, which will require new arrangements. How would you feel about replacing the current Post Office with a Community Post Office?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain. How about a contract Office? Maybe
with the Bank or JJ Nighthing.

They have it below.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☐

No ☒

6. If a Community Post Office is established in your community, would you be interested in bidding on the contract to operate it?

Yes ☒

No ☐

If necessary

Name: Larry Menke Quality Plus Seeds
(please print your name)

Address: 2033 Locust St. St. Paul, Iowa

Telephone number: 319-469-3167

Date: 2-28-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



03/03/2011

LARRY MENKE-QUALITY PLUS FEEDS, INC

2033 LOCUST STREET
ST PAUL, IA 52657

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the PILOT GROVE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the PILOT GROVE Post Office should be pursued, a formal proposal will be posted in the PILOT GROVE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script that reads "Wendy A. Berg".

Wendy Berg
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒No ☐

If yes, which offices: Depends which way my job
is located

3. If you now receive carrier delivery, there will be no change to your delivery service. Post Office box service will be available from the Community Post Office together with all other retail services except for permit mailings and postage meter settings, which will require new arrangements. How would you feel about replacing the current Post Office with a Community Post Office?

Better ☐Just as Good ☐No Opinion ☐Worse ☒

Please explain. _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping

Burlington, Iowa

Personal needs



Banking



Employment



Social needs



5. Do you currently use local businesses in the community?

Yes ☒No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒No ☐

6. If a Community Post Office is established in your community, would you be interested in bidding on the contract to operate it?

Yes ☐No ☒

Name: Gene Merschman - Merschman Plumbing & Heating
(please print your name)

Address: ~~125~~ 1325 ACM Drive St. Paul, Ia

Telephone number: 319-469-3681 Date: 2-22-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Pilot Grove Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Resetting/using postage meter | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

Nonpostal Services

- | | | |
|--|------------------------------|--|
| a. Picking up government
forms (such as tax forms) | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| c. Assisting senior citizens,
persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| e. Other | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____



03/03/2011

GENE MERSCHMAN-MERSCHMAN PLUMBING & HEATING

1325 ACM DRIVE
ST PAUL, IA 52657

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the PILOT GROVE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the PILOT GROVE Post Office should be pursued, a formal proposal will be posted in the PILOT GROVE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script that reads "Wendy A. Berg".

Wendy Berg
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

RUN: 2/09/2011 12:52
FOR 01/01/2005 - 12/31/2005

G/L DETAIL REPORT BY ACCOUNT
JJ NICHING PILOT GROVE

1

ACCOUNT	JOURNAL TYPE NO	POST DATE	REFERENCE	AMOUNT	SITE	CONTROL	
							0.00 *
							0.00 *
A02108	POSTAGE EXPENSE						
	C/R	2529	05/24/05	2562	0.99	01	8,785.16 +
	C/R	2602	07/02/05	1001	5.30	01	6,994.32 +
	C/R	2893	11/26/05	1272	16.65	01	10,452.02 +
	C/R	2956	12/30/05	1333	13.34	01	9,275.73 +
	P/J	613	02/04/05	JAN/05	766.00	01	7,608.17 +
	P/J	656	04/05/05	8610-MAR05	537.28	01	9,326.90 +
	P/J	691	06/06/05	MAY-2005	388.00	01	52,442.30 *
	P/J	707	07/05/05	JUNE05-8977	2,264.85	01	
	P/J	725	08/05/05	JULY-2005	848.00	01	
	P/J	742	09/02/05	AUG-2005	231.00	01	V04237 CHASE PLATINUM VISA-8610-
	P/J	773	11/04/05	OCT05	512.40	01	V04237 CHASE PLATINUM VISA-8610-
	P/J	787	12/01/05	NOV/05	815.30	01	V04237 CHASE PLATINUM VISA-8610-
	P/J	808	12/31/05	DEC-2005	2,386.05	01	V04235 CHASE PLATINUM VISA-8977-
			**ACCOUNT TOTAL	8,785.16			
			**GRAND TOTAL	8,785.16			

RUN: 2/09/2011 12:51
FOR 01/01/2006 - 12/31/2006

G/L DETAIL REPORT BY ACCOUNT
JJ NICHING PILOT GROVE

PAGE 1

DEPARTMENT NAME -

ACCOUNT	JOURNAL TYPE NO	POST DATE	REFERENCE	AMOUNT	SITE	CONTROL	CVE#	CONTROL DESCRIPTION
A02108	POSTAGE EXPENSE							
	C/R	3153	04/18/06	1486	3.03	01		
	C/R	3226	05/23/06	1551	2.46	01		
	C/R	3243	06/01/06	1567	14.40	01		
	C/R	3309	07/05/06	1624	4.88	01		
	P/J	826	02/06/06	JAN/06	1,594.50	01		
	P/J	864	04/06/06	MARCH-2006	440.60	01	V04237	CHASE PLATINUM VISA-8610-
	P/J	882	05/08/06	APRIL-2006	327.00	01	V04237	CHASE PLATINUM VISA-8610-
	P/J	891	05/31/06	MAY-2006	296.30	01	V04237	CHASE PLATINUM VISA-8610-
	P/J	914	07/05/06	JUNE-2006	468.00	01	V04237	CHASE PLATINUM VISA-8610-
	P/J	930	08/07/06	JULY-2006	289.00	01	V04237	CHASE PLATINUM VISA-8610-
	P/J	946	09/05/06	AUG-2006	1,306.05	01	V04237	CHASE PLATINUM VISA-8610-
	P/J	946	09/05/06	AUG-2006	438.00	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	960	10/05/06	SEP-2006	234.00	01	V04237	CHASE PLATINUM VISA-8610-
	P/J	960	10/05/06	SEP-2006	324.00	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	989	12/05/06	5066-NOV06	468.00	01	V04237	CHASE PLATINUM VISA-8610-
	P/J	1007	12/31/06	DEC-2006	789.10	01	V04235	CHASE PLATINUM VISA-5066-
	U/S	1666	08/11/06	U5002	5.00	01	V04235	CHASE PLATINUM VISA-5066-
			**ACCOUNT TOTAL	6,994.32			C28864	KUNTZ BROS AG CORP
			**GRAND TOTAL	6,994.32				

RUN: 2/09/2011 12:50
FOR 01/01/2007 - 12/31/2007

G/L DETAIL REPORT BY ACCOUNT
JJ NICHTING PILOT GROVE

PAGE 1

DEPARTMENT NAME -

ACCOUNT	JOURNAL TYPE NO	POST DATE	REFERENCE	AMOUNT	SITE	CONTROL	CVE#	CONTROL DESCRIPTION
A02108	POSTAGE EXPENSE							
	C/R 3926	06/05/07	745	1.74	01			
	P/J 1019	02/05/07	JAN-2007	2,170.05	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1034	03/05/07	FEB-2007	882.00	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1057	04/05/07	MARCH-2007	802.00	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1057	04/05/07	MARCH-2007	4.25	01		V04237	CHASE PLATINUM VISA-8610-
	P/J 1078	05/03/07	APRIL-2007	17.78	01		V04237	CHASE PLATINUM VISA-8610-
	P/J 1096	06/05/07	MAY-07	289.80	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1113	07/05/07	5066/JUNE-2007	300.20	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1113	07/05/07	5066/JUNE-2007	509.00	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1113	07/05/07	5066/JUNE-2007	25.20	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1134	08/06/07	JULY 2007	367.00	01		V04237	CHASE PLATINUM VISA-8610-
	P/J 1147	09/04/07	JUL-AUG/2007	1,626.60	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1172	10/04/07	SEPT/2007	1,342.00	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1194	11/05/07	OCT/07	241.80	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1208	12/06/07	NOV-2007	1,872.60	01		V04235	CHASE PLATINUM VISA-5066-
			**ACCOUNT TOTAL	10,452.02				
			**GRAND TOTAL	10,452.02				

RUN: 2/07/2011 10:57
FOR 01/01/2008 - 12/31/2008

G/L DETAIL REPORT BY ACCOUNT
JJ NICHTING PILOT GROVE

PAGE 1

DEPARTMENT NAME -

ACCOUNT	JOURNAL TYPE NO	POST DATE	REFERENCE	AMOUNT	SITE	CONTROL	CVE#	CONTROL DESCRIPTION
A02108	POSTAGE EXPENSE							
	J/E 3782	04/30/08		83.88	01			
	P/J 1238	02/04/08	JAN 2008	874.40	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1261	02/29/08	FEB-2008	71.70	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1280	04/04/08	MARCH-2008	276.00	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1280	04/04/08	MARCH-2008	4.78	01		V04237	CHASE PLATINUM VISA-8610-
	P/J 1298	05/05/08	APRIL-2008	400.06	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1298	05/05/08	APRIL-2008	25.15	01		V04237	CHASE PLATINUM VISA-8610-
	P/J 1326	06/05/08	5066-MAY08	1,187.60	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1342	07/05/08	JUNE 2008	413.60	01	ENVELOPES	V04235	CHASE PLATINUM VISA-5066-
	P/J 1360	07/31/08	JULY 2008	1,187.60	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1384	08/31/08	AUG-2008	681.60	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1423	10/31/08	OCT2208	925.76	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1441	11/30/08	NOV-2008	3,143.60	01		V04235	CHASE PLATINUM VISA-5066-
			**ACCOUNT TOTAL	9,275.73				
			**GRAND TOTAL	9,275.73				

RUN: 2/07/2011 10:57
FOR 01/01/2009 - 12/31/2009

G/L DETAIL REPORT BY ACCOUNT
JJ NICHING PILOT GROVE

PAGE 1
DEPARTMENT NAME -

ACCOUNT	JOURNAL TYPE NO	POST DATE	REFERENCE	AMOUNT	SITE	CONTROL	CVE#	CONTROL DESCRIPTION
A02108	POSTAGE EXPENSE							
	C/R	5667	12/12/09	135	5.72-	01		
	P/J	1481	02/04/09	JAN-2009-5066	546.00	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	1494	03/04/09	FEB-2009	639.50	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	1515	03/31/09	3007/MARCH2009	11.97	01	V04237	CHASE PLATINUM VISA-3007-
	P/J	1515	03/31/09	5066/MARCH2009	516.00	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	1535	05/05/09	5066-APRIL2009	1,050.00	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	1570	06/30/09	JUNE 2009	384.90	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	1598	08/06/09	2009-JULY	6.32	01	V04237	CHASE PLATINUM VISA-3007-
	P/J	1598	08/06/09	JULY-2009	2,729.60	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	1612	08/31/09	AUGUST 2009	397.00	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	1661	11/05/09	VISA-OCT09	411.20	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	1681	12/07/09	NOV-2009-5066	921.40	01	V04235	CHASE PLATINUM VISA-5066-
			**ACCOUNT TOTAL	7,608.17				
			**GRAND TOTAL	7,608.17				

RUN: 2/07/2011 10:58
FOR 01/01/2010 - 12/31/2010

G/L DETAIL REPORT BY ACCOUNT
JJ NICHING PILOT GROVE

PAGE 1
DEPARTMENT NAME -

ACCOUNT	JOURNAL TYPE NO	POST DATE	REFERENCE	AMOUNT	SITE	CONTROL	CVE#	CONTROL DESCRIPTION
A02108	POSTAGE EXPENSE							
	C/R	5963	05/20/10	330	0.44-	01	C10000	J J NICHING CO INC
	P/J	1737	03/03/10	FEBRUARY-2010	2,950.60	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	1757	03/31/10	MARCH 2010	392.70	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	1777	04/30/10	APRIL-2010	20.84	01	V04237	CHASE PLATINUM VISA-3007-
	P/J	1803	06/04/10	MAY 2010	990.90	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	1842	07/29/10	JULY 2010	440.00	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	1892	10/05/10	SEPT/2010	2,729.60	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	1910	10/31/10	OCT/2010	318.70	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	1935	12/06/10	NOV/2010	824.00	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	1954	12/30/10	5066/DEC10	660.00	01	V04235	CHASE PLATINUM VISA-5066-
			**ACCOUNT TOTAL	9,326.90				
			**GRAND TOTAL	9,326.90				

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Pilot Grove Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Resetting/using postage meter | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

Nonpostal Services

- | | | |
|--|---|--|
| a. Picking up government
forms (such as tax forms) | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| c. Assisting senior citizens,
persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: needed

- | | | |
|--------------------------------|---|--|
| d. Using public bulletin board | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| e. Other | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: Our community uses the Gallatin Board.

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service. Post Office box service will be available from the Community Post Office together with all other retail services except for permit mailings and postage meter settings, which will require new arrangements. How would you feel about replacing the current Post Office with a Community Post Office?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain. _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping

☒

Mt Pleasant

Personal needs

☒

Mt Pleasant

Banking

☐

Employment

☐

Social needs

☒

Mt Pleasant - Burlington

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

6. If a Community Post Office is established in your community, would you be interested in bidding on the contract to operate it?

What is a community post office?

Yes ☐

No ☐

Name: SYLVAN & JOAN NIGHTING
(please print your name)

Address: 1336 PILOT GROVE RD P.O. Box 16

Telephone number: 319 469-3711 Date: 2-26-2011

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



03/03/2011

SYLVAN & JOAN NICHTING

PO BOX 16

PILOT GROVE, IA 52648

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the PILOT GROVE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
- You stated that you utilized the public bulletin board. There is a bulletin board at the West Point Post Office that can be utilized for this purpose. You expressed concern about accessing government forms which used to be provided by the post office. Due to the Paper Reduction Act these forms are available by contacting your local government agency, checking your library, or online at IRS.gov.

If it is determined that a discontinuance of the PILOT GROVE Post Office should be pursued, a formal proposal will be posted in the PILOT GROVE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script that reads "Wendy A Berg".

Wendy Berg
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Pilot Grove Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Resetting/using postage meter | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

Nonpostal Services

- | | | |
|--|---|--|
| a. Picking up government
forms (such as tax forms) | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| c. Assisting senior citizens,
persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

- | | | |
|--------------------------------|---|--|
| d. Using public bulletin board | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| e. Other | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service. Post Office box service will be available from the Community Post Office together with all other retail services except for permit mailings and postage meter settings, which will require new arrangements. How would you feel about replacing the current Post Office with a Community Post Office?

Better ☐Just as Good ☐No Opinion ☐Worse ☒Please explain. We need the post office.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping

Mt. Pleasant, Burlington, Ft. Madison

Personal needs

" "

Banking

bank in P. Grove

Employment



Social needs

church, friends in close area

5. Do you currently use local businesses in the community?

Yes ☒No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒No ☐

6. If a Community Post Office is established in your community, would you be interested in bidding on the contract to operate it?

Yes ☐No ☒Name: Paul & Kaye Conrad

(please print your name)

Address: P.O. Box 31 1321 Pilot Grove Rd. Pilot Grove,
IA 52648Telephone number: 319-469-6411 Date: 2/27/11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



03/04/2011

PAUL & KAYE CONRAD

PO BOX 31
PILOT GROVE, IA 52648

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the PILOT GROVE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about nonpostal services. You stated that you utilized the public bulletin board. There is a bulletin board at the West Point Post Office that can be utilized for this purpose. You expressed concern about accessing government forms which used to be provided by the post office. Due to the Paper Reduction Act these forms are available by contacting your local government agency, checking your library, or online at IRS.gov.

If it is determined that a discontinuance of the PILOT GROVE Post Office should be pursued, a formal proposal will be posted in the PILOT GROVE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script that reads "Wendy A. Berg".

Wendy Berg
Manager, Post Office Operations
PO Box 9998
Jedar Rapids, Iowa, 52406-9998

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Pilot Grove Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Occasionally
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Occasionally
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒

No ☐

If yes, which offices:

West Point

3. If you now receive carrier delivery, there will be no change to your delivery service. Post Office box service will be available from the Community Post Office together with all other retail services except for permit mailings and postage meter settings, which will require new arrangements. How would you feel about replacing the current Post Office with a Community Post Office?

Better ☐

Just as Good ☒

No Opinion ☐

Worse ☐

Please explain.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping



larger towns in the area

Personal needs



"I" " "

Banking



Employment



Social needs



" " "

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

6. If a Community Post Office is established in your community, would you be interested in bidding on the contract to operate it?

Yes ☐

No ☒

Name:

Jenny Steffensmeier
(please print your name)

Address:

P.O. Box 22 1311 Pilot Grove Rd Pilot Grove IA 52648

Telephone number:

319-470-1472

Date:

3-3-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



03/04/2011

JENNY STEFFENSMEIER

PO BOX 22

PILOT GROVE, IA 52648

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the PILOT GROVE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the PILOT GROVE Post Office should be pursued, a formal proposal will be posted in the PILOT GROVE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script that reads "Wendy A. Berg".

Wendy Berg
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Pilot Grove Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Resetting/using postage meter | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

Nonpostal Services

- | | | |
|--|------------------------------|--|
| a. Picking up government
forms (such as tax forms) | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| c. Assisting senior citizens,
persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| e. Other | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service. Post Office box service will be available from the Community Post Office together with all other retail services except for permit mailings and postage meter settings, which will require new arrangements. How would you feel about replacing the current Post Office with a Community Post Office?

Better ☐Just as Good ☐No Opinion ☐Worse ☒

Please explain.

this would not be convenient - we are open until 5:00 PM & later & having to get our mail somewhere before 4:30 does not work

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping



Personal needs



Banking



Employment



Social needs



5. Do you currently use local businesses in the community?

Yes ☒No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒No ☐

6. If a Community Post Office is established in your community, would you be interested in bidding on the contract to operate it?

Yes ☐No ☐

Name:

J. J. NIGHTING COMPANY INC.

(please print your name)

Address:

1342 PILOT GROVE RD PILOT GROVE IL 62648

Telephone number:

319 469-4461

Date:

3-3-2011

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

G/L DETAIL REPORT BY ACCOUNT
JJ NICHING PILOT GROVE

PAGE 1

DEPARTMENT NAME -

*Tempo
per hand*

0.00 *
8,785.16 *
6,994.32 +
10,452.02 +
9,275.73 +
7,608.17 +
9,326.90 +
52,442.30 *

REFERENCE	AMOUNT	SITE	CONTROL	CVE#	CONTROL DESCRIPTION
5 2562	0.99	01			
5 1001	5.30	01			
5 1272	16.65	01			
15 1333	13.34	01			
15 JAN/05	766.00	01		V04235	CHASE PLATINUM VISA
15 8610-MAR05	537.28	01		V04237	CHASE PLATINUM VISA-JOAN
15 MAY-2005	388.00	01		V04237	CHASE PLATINUM VISA-8610-
P/J 725 08/05/05 JUNE05-8977	2,264.85	01		V04235	CHASE PLATINUM VISA-8977-
P/J 742 09/02/05 JULY-2005	848.00	01		V04237	CHASE PLATINUM VISA-8610-
P/J 773 11/04/05 AUG-2005	231.00	01		V04237	CHASE PLATINUM VISA-8610-
P/J 773 11/04/05 OCT05	512.40	01		V04237	CHASE PLATINUM VISA-8610-
P/J 787 12/01/05 NOV/05	815.30	01		V04237	CHASE PLATINUM VISA-8610-
P/J 808 12/31/05 DEC-2005	2,386.05	01		V04235	CHASE PLATINUM VISA-8977-
**ACCOUNT TOTAL	8,785.16				
**GRAND TOTAL	8,785.16				

RUN: 2/09/2011 12:51
FOR 01/01/2006 - 12/31/2006

G/L DETAIL REPORT BY ACCOUNT
JJ NICHING PILOT GROVE

PAGE 1

DEPARTMENT NAME -

ACCOUNT	JOURNAL TYPE NO	POST DATE	REFERENCE	AMOUNT	SITE	CONTROL	CVE#	CONTROL DESCRIPTION
A0210B	POSTAGE EXPENSE							
	C/R 3153	04/18/06	1486	3.03	01			
	C/R 3226	05/23/06	1551	2.46	01			
	C/R 3243	06/01/06	1567	14.40	01			
	C/R 3309	07/05/06	1624	4.88	01			
	P/J 826	02/06/06	JAN/06	1,594.50	01		V04237	CHASE PLATINUM VISA-8610-
	P/J 864	04/06/06	MARCH-2006	440.60	01		V04237	CHASE PLATINUM VISA-8610-
	P/J 882	05/08/06	APRIL-2006	327.00	01		V04237	CHASE PLATINUM VISA-8610-
	P/J 891	05/31/06	MAY-2006	296.30	01		V04237	CHASE PLATINUM VISA-8610-
	P/J 914	07/05/06	JUNE-2006	468.00	01		V04237	CHASE PLATINUM VISA-8610-
	P/J 930	08/07/06	JULY-2006	289.00	01		V04237	CHASE PLATINUM VISA-8610-
	P/J 946	09/05/06	AUG-2006	1,306.05	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 946	09/05/06	AUG-2006	438.00	01		V04237	CHASE PLATINUM VISA-8610-
	P/J 960	10/05/06	SEP-2006	234.00	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 960	10/05/06	SEP-2006	324.00	01		V04237	CHASE PLATINUM VISA-8610-
	P/J 989	12/05/06	5066-NOV06	468.00	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1007	12/31/06	DEC-2006	789.10	01		V04235	CHASE PLATINUM VISA-5066-
	U/S 1666	08/11/06	U5002	5.00	01		C28864	KUNTZ BROS AG CORP
	**ACCOUNT TOTAL			6,994.32				
	**GRAND TOTAL			6,994.32				

RUN: 2/09/2011 12:50
FOR 01/01/2007 - 12/31/2007

G/L DETAIL REPORT BY ACCOUNT
JJ NICHING PILOT GROVE

PAGE 1
DEPARTMENT NAME -

IT	JOURNAL TYPE NO	POST DATE	REFERENCE	AMOUNT	SITE	CONTROL	CVE#	CONTROL DESCRIPTION
A02108	POSTAGE EXPENSE							
	C/R 3926	06/05/07	745	1.74	01			
	P/J 1019	02/05/07	JAN-2007	2,170.05	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1034	03/05/07	FEB-2007	882.00	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1057	04/05/07	MARCH-2007	802.00	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1057	04/05/07	MARCH-2007	4.25	01		V04237	CHASE PLATINUM VISA-8610-
	P/J 1078	05/03/07	APRIL-2007	17.78	01		V04237	CHASE PLATINUM VISA-8610-
	P/J 1096	06/05/07	MAY-07	289.80	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1113	07/05/07	5066/JUNE-2007	300.20	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1113	07/05/07	5066/JUNE-2007	509.00	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1113	07/05/07	5066/JUNE-2007	25.20	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1134	08/06/07	JULY 2007	367.00	01		V04237	CHASE PLATINUM VISA-8610-
	P/J 1147	09/04/07	JUL-AUG/2007	1,626.60	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1172	10/04/07	SEPT/2007	1,342.00	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1194	11/05/07	OCT/07	241.80	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1208	12/06/07	NOV-2007	1,872.60	01		V04235	CHASE PLATINUM VISA-5066-
			**ACCOUNT TOTAL	10,452.02				
			**GRAND TOTAL	10,452.02				

RUN: 2/07/2011 10:57
FOR 01/01/2008 - 12/31/2008

G/L DETAIL REPORT BY ACCOUNT
JJ NICHING PILOT GROVE

PAGE 1
DEPARTMENT NAME -

ACCOUNT	JOURNAL TYPE NO	POST DATE	REFERENCE	AMOUNT	SITE	CONTROL	CVE#	CONTROL DESCRIPTION
A02108	POSTAGE EXPENSE							
	J/E 3782	04/30/08		83.88	01			
	P/J 1238	02/04/08	JAN 2008	874.40	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1261	02/29/08	FEB-2008	71.70	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1280	04/04/08	MARCH-2008	276.00	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1280	04/04/08	MARCH-2008	4.78	01		V04237	CHASE PLATINUM VISA-8610-
	P/J 1298	05/05/08	APRIL-2008	400.06	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1298	05/05/08	APRIL-2008	25.15	01		V04237	CHASE PLATINUM VISA-8610-
	P/J 1326	06/05/08	5066-MAY08	1,187.60	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1342	07/05/08	JUNE 2008	413.60	01	ENVELOPES	V04235	CHASE PLATINUM VISA-5066-
	P/J 1360	07/31/08	JULY 2008	1,187.60	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1384	08/31/08	AUG-2008	681.60	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1423	10/31/08	OCT2208	925.76	01		V04235	CHASE PLATINUM VISA-5066-
	P/J 1441	11/30/08	NOV-2008	3,143.60	01		V04235	CHASE PLATINUM VISA-5066-
			**ACCOUNT TOTAL	9,275.73				
			**GRAND TOTAL	9,275.73				

RUN: 2/07/2011 10:57
FOR 01/01/2009 - 12/31/2009

G/L DETAIL REPORT BY ACCOUNT
JJ NICHTING PILOT GROVE

PAGE 1

DEPARTMENT NAME -

AC	JOURNAL TYPE NO	POST DATE	REFERENCE	AMOUNT	SITE	CONTROL	CVE#	CONTROL DESCRIPTION
A0210B	POSTAGE EXPENSE							
	C/R	5667	12/12/09	135	5.72-	01		
	P/J	1481	02/04/09	JAN-2009-5066	546.00	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	1494	03/04/09	FEB-2009	639.50	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	1515	03/31/09	3007/MARCH2009	11.97	01	V04237	CHASE PLATINUM VISA-3007-
	P/J	1515	03/31/09	5066/MARCH2009	516.00	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	1535	05/05/09	5066-APRIL2009	1,050.00	01	STAMP STOCK	V04235
	P/J	1570	06/30/09	JUNE 2009	384.90	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	1598	08/06/09	2009-JULY	6.32	01	V04237	CHASE PLATINUM VISA-3007-
	P/J	1598	08/06/09	JULY-2009	2,729.60	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	1612	08/31/09	AUGUST 2009	397.00	01	POSTAGE STAMPS	V04235
	P/J	1661	11/05/09	VISA-OCT09	411.20	01	STAMPS	V04235
	P/J	1681	12/07/09	NOV-2009-5066	921.40	01	STAMPS/ENVELOPE	V04235
			**ACCOUNT TOTAL	7,608.17				
			**GRAND TOTAL	7,608.17				

RUN: 2/07/2011 10:58
FOR 01/01/2010 - 12/31/2010

G/L DETAIL REPORT BY ACCOUNT
JJ NICHTING PILOT GROVE

PAGE 1

DEPARTMENT NAME -

ACCOUNT	JOURNAL TYPE NO	POST DATE	REFERENCE	AMOUNT	SITE	CONTROL	CVE#	CONTROL DESCRIPTION
A0210B	POSTAGE EXPENSE							
	C/R	5963	05/20/10	330	0.44-	01	C10000	J J NICHTING CO INC
	P/J	1737	03/03/10	FEBRUARY-2010	2,950.60	01	ENVELOPES	V04235
	P/J	1757	03/31/10	MARCH 2010	392.70	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	1777	04/30/10	APRIL-2010	20.84	01	V04237	CHASE PLATINUM VISA-3007-
	P/J	1803	06/04/10	MAY 2010	990.90	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	1842	07/29/10	JULY 2010	440.00	01	STAMPS	V04235
	P/J	1892	10/05/10	SEPT/2010	2,729.60	01	ENVELOPES	V04235
	P/J	1910	10/31/10	OCT/2010	318.70	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	1935	12/06/10	NOV/2010	824.00	01	V04235	CHASE PLATINUM VISA-5066-
	P/J	1954	12/30/10	5066/DEC10	660.00	01	STAMPS	V04235
			**ACCOUNT TOTAL	9,326.90				
			**GRAND TOTAL	9,326.90				



03/04/2011

J.J. NIGHTING COMPANY, INC.

1342 PILOT GROVE RD
PILOT GROVE, IA 52648

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the PILOT GROVE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.

If it is determined that a discontinuance of the PILOT GROVE Post Office should be pursued, a formal proposal will be posted in the PILOT GROVE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script that reads "Wendy A. Berg".

Wendy Berg
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

February 17, 2011

Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The postmaster at the Pilot Grove Post Office retired on 01/29/2010. A review of the business activities of the Post Office revealed that the office workload had declined. Our office review revealed an average 7.40 daily retail window transactions. The reduced workload suggests that the maintenance of an independent office in Pilot Grove may not be warranted.

Briefly, we would like to provide pickup and delivery of you mail, as well as the sale of stamps and all other customary postal services, to roadside boxes installed by the customers. This service would be performed by a rural route carrier and would involve closing our operations at the Pilot Grove Post Office.

We estimate that rural route carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the West Point Post Office, located 7 miles away. Hours of service at this office are 8:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:30 p.m. Monday through Friday, and Saturday 8:30 a.m. to 10:00 a.m. Post office box service is available at this location for a fee.

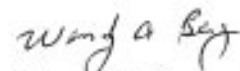
If a change to carrier service is implemented, customers will continue to use the name Pilot Grove, IA 52648 in their mailing address. If you would like to provide input into a decision to permanently change to rural route service, please return the enclosed questionnaire by March 4, 2011, using the pre-addressed envelope provided. Please be aware that if we formalize a proposal, your questionnaire will become part of an official record and will be available for public viewing.

If you would like an opportunity to discuss this form of service with us, postal representatives will present a community meeting at the Pilot Grove Savings Bank on Thursday, March 3, 2011, at 6:00pm to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time. The enclosure entitled "United States Postal Service Summary of Post Office Change Regulations" describes what is involved in making a formal proposal if a permanent change in postal service appears warranted.

If you have any questions, you may contact Lisa Carver, Post Office Review Investigator at 309-798-2302.

Thank you for your assistance.

Sincerely,



Wendy A. Berg

Manager, Post Office Operations Area 8
7900 Hickman Rd
Windsor Heights IA 50324-4432

Enclosures: Questionnaire and return envelope
Summary of Post Office Change Regulations
Carrier delivery information

*Approx. \$100/year
for postage*

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Pilot Grove Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Resetting/using postage meter | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

Nonpostal Services

- | | | |
|--|------------------------------|--|
| a. Picking up government
forms (such as tax forms) | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| c. Assisting senior citizens,
persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| e. Other | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices:

We do what our carrier can't in PG
when we go daily to the bank.

3. If you now receive carrier delivery, there will be no change to your delivery service. Post Office box service will be available from the Community Post Office together with all other retail services except for permit mailings and postage meter settings, which will require new arrangements. How would you feel about replacing the current Post Office with a Community Post Office?

Better ☐

Just as Good ☐

No Opinion ☒

Worse ☐

Please explain.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping

☒

Fr. Madison, Burlington & Mt. Pleasant - once a week

Personal needs

☒

doctor in FM, Burlington

Banking

☐

Employment

☐

Social needs

☐

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

6. If a Community Post Office is established in your community, would you be interested in bidding on the contract to operate it?

Yes ☐

No ☒

Name:

Donna Pieper

(please print your name)

Merschman Furniture

Address:

1275 Main

St. Paul, IA 52657

Telephone number:

319-469-3551

Date:

2-25-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



03/04/2011

DONNA PIEPER-MERSCHMAN FURNITURE

1275 MAIN STREET
ST PAUL, IA 52657

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the PILOT GROVE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

If it is determined that a discontinuance of the PILOT GROVE Post Office should be pursued, a formal proposal will be posted in the PILOT GROVE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script that reads "Wendy A. Berg".

Wendy Berg
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the PILOT GROVE Post Office on 02/17/2011. Additionally, during the survey period, questionnaires were available at the PILOT GROVE Post Office to walk-in retail customers.

1. Number of Questionnaires

Total questionnaires distributed	20
Favorable to proposal	1
Unfavorable to proposal	17
Expressing no opinion	6
Total questionnaires received	12

Postal Concerns

The following postal concerns were expressed

1. Concern (Favorable):
No Concern
Response:
2. Concern (No Opinion):
No Concern
Response:
3. Concern (UnFavorable):
Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages
Response:
You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
4. Concern (UnFavorable):
Customers expressed concern about collection of outgoing mail
Response:
You expressed a concern about the collection of outgoing mail. Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.
5. Concern (UnFavorable):
Customers expressed concern about collection of outgoing mail.
Response:
Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.
6. Concern (UnFavorable):
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community
Response:
You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
7. Concern (UnFavorable):
Customers expressed concern over the dependability of rural route service
Response:
You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
8. Concern (UnFavorable):
Customers felt the loss of a post office would have a detrimental effect on the business community
Response:
You expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended

9. **Concern (UnFavorable):**
Customers questioned the economic savings of the proposed discontinuance
Response:
You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
10. **Concern (UnFavorable):**
Customers said they would miss the special attention and assistance provided by the personnel at the
Response:
Customers said they would miss the special attention and assistance provided by the personnel at the Pilot Grove Post Office. Courteous and helpful service will be provided by personnel at the West Point Office and from the carrier. Special assistance will be provided as needed.
11. **Concern (UnFavorable):**
Customers said they would miss the special attention and assistance provided by the personnel at the
Response:
You stated that you would miss the special attention and assistance provided by the personnel at the Pilot Grove Post Office. Courteous and helpful service will be provided by personnel at the West Point Post Office and from the carrier. Special assistance will be provided as needed.
12. **Concern (UnFavorable):**
Customers were concerned about growth in the community
Response:
You expressed a concern about growth in the community. The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
13. **Concern (UnFavorable):**
Customers were concerned about having to make an address change on their bank checks and stationery
Response:
You expressed a concern about an address change on checks and stationery. Customers will use a carrier route address. The new address will continue to use the community name and zip code. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.
14. **Concern (UnFavorable):**
Customers were concerned about later delivery of mail
Response:
You expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.
15. **Concern (UnFavorable):**
Customers were concerned about mail security
Response:
You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
16. **Concern (UnFavorable):**
Customers were concerned about obtaining services from the carrier
Response:
You were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed

envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

17. **Concern (UnFavorable):**

No Concern

Response:

18. **Concern (UnFavorable):**

You were concerned about having to travel to another post office for service

Response:

You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

Nonpostal Concerns

The following nonpostal concerns were expressed

1. **Concern (No Opinion):**

Customer expressed a concern about nonpostal services

Response:

You expressed a concern about nonpostal services. You stated that you utilized the public bulletin board. There is a bulletin board at the West Point Post Office that can be utilized for this purpose. You expressed concern about accessing government forms which used to be provided by the post office. Due to the Paper Reduction Act these forms are available by contacting your local government agency, checking your library, or online at IRS.gov.

2. **Concern (No Opinion):**

Customer expressed a concern about nonpostal services

Response:

You stated that you utilized the public bulletin board. There is a bulletin board at the West Point Post Office that can be utilized for this purpose. You expressed concern about accessing government forms which used to be provided by the post office. Due to the Paper Reduction Act these forms are available by contacting your local government agency, checking your library, or online at IRS.gov.

3. **Concern (UnFavorable):**

Customer expressed a concern about nonpostal services

Response:

You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

Community Meeting Roster

Postal Service Representative (Names and Titles):
Wendy Berg, Manager Post Office Operations Area 8
Lisa Carver, PO Review Investigator

Date: 03/03/2011
Time: 6:00

Total Number of Customers Present: 25

Place: Pilot Grove Savings Bank

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Amy Schirbrock			
Karl Stueckemeyer			
Larry Stuecker			
Miss Stuecker			
Deed Wintercamp			
Joan Nichting			
Sylvan Nichting			
Joe Vonderhaar			
Bob Breaseale			
Ken Davis			
Mary Harrison			
Matt Morrison			
Tommy St. James			
Bob Stuecker			
Susan Feller			
Alison Hart	Senator Tom Harkin		

Names of Customers Present:

[illegible]

Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

Postal Concerns

1. **Concern (No Opinion):**
Customers inquired about mailbox installation and maintenance
Response:
You expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
2. **Concern (UnFavorable):**
Customer expressed a concern about irregular hours that the rural route serves the community
Response:
You expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located 7 miles away.
3. **Concern (UnFavorable):**
Customers asked why their post office was being discontinued while others were retained
Response:
You asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
4. **Concern (UnFavorable):**
Customers expressed concern about collection of outgoing mail
Response:
You expressed a concern about the collection of outgoing mail. Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.
5. **Concern (UnFavorable):**
Customers felt the loss of a post office would have a detrimental effect on the business community
Response:
You expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected.
6. **Concern (UnFavorable):**
Customers questioned the economic savings of the proposed discontinuance
Response:
You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
7. **Concern (UnFavorable):**
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community
Response:
You expressed a concern that the Postal Service exhibits a lack of interest for the needs of the community. USPS is a customer-oriented organization that works hard to get its customers and employees to share that orientation. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
8. **Concern (UnFavorable):**
Customers were concerned about having to make an address change on their bank checks and stationery
Response:
You expressed a concern about an address change. Customers that erect a rural mailbox along the carrier's line of travel will be assigned a 911 address. Customers can continue to use the community name, suspended Post Office, in the last line of the address. Customers may deplete their current supply of check s and stationery and make the address corrections when ordering new supplies.
9. **Concern (UnFavorable):**
Customer expressed a desire to relocate the Pilot Grove Post Office to another location in town.

Response:

Existing postal facilities in the vicinity of the suspended office will provide regular and effective service to the Pilot Grove customers.

10. **Concern (UnFavorable):**

You were concerned about having to travel to another post office for service

Response:

You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

11. **Concern (UnFavorable):**

Customers were concerned about later delivery of mail

Response:

You expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

Nonpostal Concerns

1. **Concern (UnFavorable):**

Customers expressed concern for loss of community identity

Response:

You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses.



A. Office

Name: PILOT GROVE State: IA Zip Code: 52648
Area: WESTERN District: HAWKEYE PFC
Congressional District: 2 County: Lee
EAS Grade: 11 Finance Number: 187200
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 27. There was not a petition recieved.

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 05/13/2011
Fax No: (319) 399-5502

MARKETING



April 13, 2011

Linda Lucy
Honorable Senator Tom Harkin
350 West 6th St
315 Federal Building
Dubuque, IA 52001-4648

Dear Senator Harkin:

This is in response to your inquiry on behalf of your constituents, regarding the possible closing of the Pilot Grove Post Office.

I appreciate your interest in ensuring that the residents of the Pilot Grove community continue to have convenient access to essential postal services.

Hawkeye District officials, who have administrative jurisdiction over postal operations in the area, confirm that they are conducting a study to discontinue operations at the Pilot Grove Post Office. The review is ongoing and no final decisions have been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

Additionally, before a post office can be closed, our field managers must provide every opportunity for customers to voice their opinions and air their concerns. Questionnaires, meetings, and other methods are used to ensure that all issues are fully explored before any final decision is made, and all final decisions are subject to review by the independent Postal Regulatory Commission. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

Thank you for allowing me to address your constituents concerns. If you have further questions or concerns, please do not hesitate to contact me at 515-251-2330.

Sincerely,

Joni Martin
Manager, Consumer Affairs & Claims

JM/pj

Reference: CA104927322

PO Box 189670
DES MOINES, IA 50318-9670

MARKETING



April 12, 2011

Kay Rash
Honorable Charles E. Grassley
131 West 3rd St., Suite 180
Davenport, IA 52801-1419

Dear Senator Grassley:

This is in response to your inquiry on behalf of your constituent, Donna Pepir, regarding the Pilot Grove Post Office.

I appreciate your interest in ensuring that the residents of the Pilot Grove community continue to have convenient access to essential postal services.

Hawkeye District officials, who have administrative jurisdiction over postal operations in the area, confirm that they are conducting a study to discontinue operations at the Pilot Grove Post Office. The review is ongoing and no final decisions have been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

Request for postal revenue and expense information must be submitted in writing as a Freedom of Information Act (FOIA) request and mailed to the Hawkeye District FOIA Coordinator at:

Joni Martin
FOIA Coordinator
7900 Hickman Rd.
Des Moines, IA 50318-4400

As soon as Ms. Pepir's FOIA request is received, it will be reviewed to determine if the information requested is releasable under the guidelines outlined in the FOIA..

Thank you for allowing me to address your constituents concerns. If you have further questions or concerns, please do not hesitate to contact me at (515) 251-2330.

Sincerely,

Joni Martin,
Manager, Consumer Affairs & Claims

JM/pj

Reference: CA104918025

PO Box 189670
DES MOINES, IA 50318-9670

Reply To:

135 HART SENATE OFFICE BUILDING
WASHINGTON, DC 20510-1501
(202) 224-3744
e-mail: grassley.senate.gov/contact.cfm

721 FEDERAL BUILDING
210 WALNUT STREET
DES MOINES, IA 50309-2140
(515) 281-1145

150 1ST AVENUE NE
SUITE 225
CEDAR RAPIDS, IA 52601
(319) 383-6832

United States Senate

CHARLES E. GRASSLEY

WASHINGTON, DC 20510-1501

Reply To:

103 FEDERAL COURTHOUSE BUILDING
320 6TH STREET
SIOUX CITY, IA 51101-1244
(712) 233-1860

210 WATERLOO BUILDING
531 COMMERCIAL STREET
WATERLOO, IA 50701-5487
(319) 232-6867

131 WEST 3RD STREET
SUITE 180
DAVENPORT, IA 52801-1419
(563) 322-4331

307 FEDERAL BUILDING
8 SOUTH 6TH STREET
COUNCIL BLUFFS, IA 51501-4204
(712) 322-7163

March 28, 2011

Ms. Helen Rush
Manager, Consumer Affairs & Claims
United States Postal Service
Post Office Box 189800
Des Moines, Iowa 50318-9800

Dear Ms. Rush:

Enclosed please find a communication from Sylvan Nichting regarding his request for assistance.

I would appreciate any assistance you could provide pertaining to this matter. Please mark your return correspondence to the attention of Kay Rash when responding to my Davenport office.

Thank you for your attention to my request.

Sincerely,

Chuck Grassley

Charles E. Grassley
United States Senator

CEG/kr
Enclosure

Please scan 4/4/11

	ACTION	IN
SR INFO		
POOMS		
OPS SUPPORT		
HUMAN RESOURCES		
FINANCE		
MARKETING		
DIVERSITY SPECIALIST		
INFORMATION SYSTEMS		
DES MOINES PM		
CEDAR RAPIDS PM		
PLANT MANAGER		
EMERGENCY		
OFFICE SUPPORT		

SENIOR MEMBER,
FINANCE

Committee Assignments:

BUDGET
JUDICIARY
AGRICULTURE

CO-CHAIRMAN,
INTERNATIONAL NARCOTICS
CONTROL CAUCUS

J.J. NICHTING CO., INC.

1342 PILOT GROVE ROAD
PILOT GROVE, IOWA 52648

March 22, 2012

Lisa Carver PO Review Investigator

PO Box 9998

Taylor Ridge IL 61284-9998

Dear Ms Carver:

We are asking for your help concerning the closing of the Pilot Grove Post Office.

We had a large group of people attending the meeting conducted by the Postal Service Representative and many others that could not come because of previous commitments who are very interested in keeping the Post Office here in Pilot Grove.

Pilot Grove does not have many people who live in our town, but there are many people living else -where who work in our town who use the post office on a daily bases. This includes the town of St.Paul, IA.

The decision should not be based on the number of people who live in Pilot Grove, but it should be based on the revenue of the Post Office. Please consider also the taxes the businesses have paid into Federal and Iowa taxes. The taxes paid by Pilot Grove Savings Bank, their stock holders and employees and the taxes paid by the stock holders and employees of J J Nichting Company, and also the taxes paid by the by Steffensmeier Welding & Mfg and their employees should be taken into consideration when making the decision to keep the Post Office open here in Pilot Grove. Successful business owner make their decision on revenue. How does the the Post Office make their decision ?

You only tell us what the expenses are for the Pilot Grove Post Office. We would like to know what the revenue is

In your letter you state that rental cost excludes the utilities cost. This is incorrect. The rental cost includes the utilities.

What are the expenses of Houghton and West Point and what is their revenue ?

Lockridge has a population of 275 people according to the 2010 Iowa transportation map. What are their expenses and their revenue. Lockridge have their Post Office in their school. Could we do something like that and move the Post Office to a smaller location here in Pilot Grove away from the current location ?

Could the Post Office be open fewer hours, perhaps one or two hours early morning and one or two hours late afternoon ?
Could someone locally be in charge of the Post Office, thus eliminating the cost you pay your people for mileage ?

I beg of you, PLEASE DO NOT CLOSE THE PILOT GROVE POST OFFICE.

Please may I hear from you concerning this matter.

Most Sincerely

Sylvan J. Nichting

Sylvan J. Nichting

President/CEO

JJ Nichting Company Inc.

*The Pilot Grove Savings Bank
here in Pilot Grove employe
35 people
JJ Nichting Company employe
50 people
Steffensmeier Welding & Mfg
employe 12 people
Closing the post office in
Pilot Grove will be a hardship
Please Help us !!!*

J.J. NICHTING CO., INC.

1342 PILOT GROVE ROAD
PILOT GROVE, IOWA 52648

The Honorable Charles Grassley

United States Senator

150 1st Avenue NE Suite 325

Cedar Rapids, IA 52401

Dear Senator Grassley :

*The contents of this letter is what
I mailed to Lisa Carocce
PO Review Investigative
PO Box 9998
Taylor Ridge IL 61284-9998*

March 22, 2011

We are asking for your help concerning the closing of the Pilot Grove Post Office.

We had a large group of people attending the meeting conducted by the Postal Service Representative and many others that could not come because of previous commitments who are very interested in keeping the Post Office here in Pilot Grove.

Pilot Grove does not have many people who live in our town, but there are many people living else -where who work in our town who use the post office on a daily bases. This includes the town of St.Paul, IA.

The decision should not be based on the number of people who live in Pilot Grove, but it should be based on the revenue of the Post Office. In the past five years our business has spent more than \$52,442.00 on stamps at the Pilot Grove Post office. Please consider also the taxes the businesses have paid into Federal and Iowa taxes. The taxes paid by Pilot Grove Savings Bank, their stock holders and employees and the taxes paid by the stock holders and employees of J J Nichting Company, and also the taxes paid by the Steffensmeier Welding & Mfg and their employees should be taken into consideration when making the decision to keep the Post Office open here in Pilot Grove. Successful business owner make their decision on revenue. How does the the Post Office make their decision ?

You only tell us what the expenses are for the Pilot Grove Post Office. We would like to know what the revenue is

In your letter you state that rental cost excludes the utilities cost. That is incorrect. The rental cost includes the utilities.

What are the expenses of Houghton and West Point and what is their revenue ?

Lockridge has a population of 275 people according to the 2010 Iowa transportation map. What are their expenses and their revenue. Lockridge have their Post Office in their school. Could we do something like that and move the Post Office to a smaller location here in Pilot Grove away from the current location ?

Could the Post Office be open fewer hours, perhaps one or two hours early morning and one or two hours late afternoon ?
Could someone locally be in charge of the Post Office, thus eliminating the cost you pay your people for mileage ?

I beg of you, PLEASE DO NOT CLOSE THE PILOT GROVE POST OFFICE.

Please may I hear from you concerning this matter.

Most Sincerely

Sylvan J Nichting

Sylvan J. Nichting

President/CEO

JJ Nichting Company Inc.

*The Pilot Grove Savings Bank
Here in Pilot Grove
employee 25 people
J. J. Nichting Company Inc
employee 50 people
Steffensmeier Welding & Mfg
employee 12 people
Along the post office will
be a hardship Please help us!!*



April 11, 2011

Kay Rash
Honorable Charles E. Grassley
131 W. Third St., Suite 180
Davenport, IA 52801-1419

Dear Senator Grassley:

This is in response to your inquiry on behalf of your constituent, Sylvan Nichting, regarding the Pilot Grove Post Office.

I appreciate your interest in ensuring that the residents of the Pilot Grove community continue to have convenient access to essential postal services.

Hawkeye District officials, who have administrative jurisdiction over postal operations in the area, confirm that they are conducting a study to discontinue operations at the Pilot Grove Post Office. The review is ongoing and no final decisions have been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

Requests for postal revenue and expense information must be submitted in writing as a Freedom of Information Act (FOIA) request and mail to the Hawkeye District FOIA Coordinator at:

Joni Martin
FOIA Coordinator
7900 Hickman Rd.
Des Moines, IA 50318-4400

As soon as Mr. Nichting's FOIA request is received, it will be reviewed to determine if the information requested is releasable under the guidelines outlined in the FOIA.

Thank you for allowing me to address your constituent's concerns. If you have further questions or concerns, please do not hesitate to contact Joni Martin, Manager, Consumer Affairs at 515-251-2330.

Sincerely,

A handwritten signature in cursive script, appearing to read "Gail M. Duba".

Gail M. Duba



April 13, 2011

Kay Rash
Honorable Charles Grassley
131 W 3rd St Ste 180
Davenport, IA 52801-1419

Dear Senator Grassley:

This is in response to your inquiry on behalf of your constituent, Sylvan Nichting, regarding the Pilot Grove, IA Post Office.

I appreciate your interest in ensuring that the residents of the Pilot Grove community continue to have convenient access to essential postal services. Hawkeye District officials, who have administrative jurisdiction over postal operations in the area, confirm that they are conducting a study to discontinue operations at the Pilot Grove Post Office. The review is ongoing and no final decisions have been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

Requests for postal revenue and expense information must be submitted in writing as a Freedom of Information Act (FOIA) request and mailed to the Hawkeye District FOIA Coordinator at:

Joni Martin
FOIA Coordinator
7900 Hickman Rd.
Des Moines, IA 50318-4400

As soon as Mr. Nichting's FOIA request is received, it will be reviewed to determine if the information requested is releasable under the guidelines outlined in the FOIA.

Thank you for allowing me to address your constituents concerns. If you have further questions or concerns, please do not hesitate to contact me at 515-251-2330.

Sincerely,

Joni Martin
Manager, Consumer Affairs & Claims

JM/mh

Reference: CA104914747

cc: Deah Westercamp, Postmaster, Pilot Grove, IA
Wendy Berg, Manager, Post Office Operations
Lisa Carver, Post Office Review Investigator



April 11, 2011

John Moreland
Honorable Tom Harkin
210 Walnut Street
733 Federal Building
Des Moines, IA 50309-2115

Dear Senator Harkin:

This is in response to your inquiry on behalf of your constituent, Michael Gray, concerning his mail delivery.

In December, 2010, Mr. Gray submitted a Change-of-Address for Bullseye Auto Repair from his Post Office box address to his street address. As information, not all mail is forwarded. Mail endorsed *Return Service Requested* is returned to the sender along with the new address. Periodicals (magazines and newspapers) will be forwarded for a period of 60 days, and the publishers are notified of Mr. Gray's new address. First-Class Mail is forwarded for one year. Standard Mail (previously referred to as bulk business mail) is not forwarded unless it contains specific mailer endorsements.

In response to Mr. Gray's concerns regarding items such as checks, bills, and a truck registration that was returned to the sender, any mailpiece that has the endorsement "Return Service Requested" means we are required to return the mailpiece to the sender as requested. This is a service customers pay for to ensure they have their customer's proper address. If Mr. Gray can obtain the envelopes he feels were incorrectly returned to the sender, he can mail them to Joni Martin, Consumer Affairs Manager, 7900 Hickman Rd., Des Moines, IA 50324-4400, and she will be happy to examine them and inform Mr. Gray of her findings.

I apologize Mr. Gray does not feel his local post office has contacted him and addressed his concerns in a timely manner. In the future Mr. Gray may wish to contact our call center at 1-800-877-7435 (1-800-ASK-USPS). Our call center agents will be happy to document his concerns and escalate his issue to the district Consumer Affairs office where it is our goal to contact all customers within 24 hours.

Thank you for allowing me to address Mr. Gray's concerns. If you have any questions, please do not hesitate to contact Joni Martin, Hawkeye District Consumer Affairs Manager at 515-251-2330.

Sincerely,

A handwritten signature in cursive script that reads "Gail M. Duba".

Gail M. Duba

1 Pilot Grove Rd.
P.O. Box 5 • Pilot Grove, Iowa • 52648

March 14, 2011

Lisa Carver
PO Review Investigator
PO Box 9998
Taylor Ridge, IL 61284-9998

Dear Ms. Carver:

The past few weeks have been eventful regarding the proposed discontinuance of the Post Office in Pilot Grove, Iowa. First, on February 24, 2011, my letter citing some of issues surrounding the Post Office closure was mailed to you. This letter was also sent to United States Senators Charles Grassley and Tom Harkin, Representative Dave Lobsack, and State Senator Gene Fraise.

Then, on Thursday, March 3, 2011, you and Wendy Berg met with business representatives, company leaders, and community members at the Pilot Grove Savings Bank Community Room in Pilot Grove to discuss the potential Post Office closing. During that meeting, you commented the proposed closure is still in the very early stages and the United States Postal Service has not researched the issue nor did you know why we might be on the list of the proposed sites to close. You speculated it may be because the Pilot Grove Postmaster retired.

The following morning, I received a letter from Ms. Wendy Berg, Manager of Post Office Operations in Cedar Rapids, Iowa, in response to the topics I mentioned in my February letter. Her letter, which was mailed before our meeting, was quite detailed, stating more than a dozen concerns that addressed apparent issues mentioned in my correspondence.

The combination of your and Ms. Berg's oral comments together with Ms. Berg's written points have left me confused. How can you state the proposed closure of the Pilot Grove Post Office has not been researched, while Ms. Berg states in her letter:

- “Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years;”
- “Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings;”
- “Courteous and helpful service will be provided by personnel at the West Point Office and from the carrier as needed. Special assistance will be provided as needed.”

- “Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected;” *and*
- “Customers will use a carrier route address. The new address will continue to use the community name and zip code.”

It appears the proposed discontinuance of the Pilot Grove Post Office has been researched by the United States Postal Service and it is simply a matter of time before we see the doors closed for good. The meetings, letters, questionnaires, etc., seem to be a diversion and smoke screen when the decision appears to have already been made. This process is neither transparent nor honest. I am shocked and disappointed to think the U.S. Postal Service and its employees would proceed in this manner. Unfortunately, all evidence supports this conclusion.

At Pilot Grove Savings Bank we truly understand the need to maintain a profitable business, whether it is a bank or a post office. We realize sometimes sacrifices must be instigated and tough decisions made. However, before a solution can be determined, all aspects of an issue must be considered. In our previous letter, we discussed several issues in support of keeping the Pilot Grove Post Office open, including the amount of revenue Pilot Grove Savings Bank provides annually to the Post Office. That particular issue, in addition to the suggestion of keeping the Post Office open but shortening the hours, was not addressed in Ms. Berg’s response letter. Will those issues be contemplated at all?

Pilot Grove Savings Bank will continue to support the Pilot Grove Post Office and its services. The governmental entity entrusted with the nation’s mail service needs to display more integrity.

Sincerely,



Ted J. Vonderhaar
President/CEO
Pilot Grove Savings Bank

cc. Senator Charles Grassley
Senator Tom Harkin
Representative Dave Lobesack
State Senator Gene Fraise



April 13, 2011

Linda Lucy
Honorable Tom Harkin
350 W 6th St Ste 315
Dubuque, IA 52001-4669

Dear Senator Harkin:

This is in response to your inquiry on behalf of your constituent, Ted Vonderhaar, regarding Postal operations in Pilot Grove, IA.

Hawkeye District officials, who have administrative jurisdiction over Postal operations in the area, confirm that they are conducting a study to discontinue operations at the Pilot Grove Post Office. The review is ongoing and no final decisions have been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

Additionally, before a post office can be closed, our field managers must provide every opportunity for customers to voice their opinions and air their concerns. Questionnaires, meetings, and other methods are used to ensure that all issues are fully explored before any final decision is made, and all final decisions are subject to review by the independent Postal Regulatory Commission. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

Thank you for allowing me to address your constituents concerns. If you have further questions or concerns, please do not hesitate to contact me at 515-251-2330.

Sincerely,

Joni Martin
Manager, Consumer Affairs & Claims

JM/mh

Reference: CA104921792

cc: Deah Westercamp, Postmaster, Pilot Grove, IA
Wendy Berg, Manager, Post Office Operations
Lisa Carver, Post Office Review Investigator



April 19, 2011

Kay Rash
Honorable Charles Grassley
131 W 3rd St. Ste 180
Davenport, IA 52801-1419

Dear Senator Grassley:

This is in response to your inquiry on behalf of your constituent, Ted Vonderhaar, regarding Postal operations in Pilot Grove, IA.

Hawkeye District officials, who have administrative jurisdiction over postal operations in the area, confirm that they are conducting a study to discontinue operations at the Pilot Grove Post Office. The review is ongoing and no final decisions have been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

Additionally, before a post office can be closed, our field managers must provide every opportunity for customers to voice their opinions and air their concerns. Questionnaires, meetings, and other methods are used to ensure that all issues are fully explored before any final decision is made, and all final decisions are subject to review by the independent Postal Regulatory Commission. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

Thank you for allowing me to address your constituents concerns. If you have further questions or concerns, please do not hesitate to contact the Hawkeye District Consumer Affairs office at 515-251-2330.

Sincerely,

Dennis McLaughlin
Manager, Consumer & Industry Contact

DM/mh

Reference: CA104921792

cc: Deah Westercamp, Postmaster, Pilot Grove, IA
Wendy Berg, Manager, Post Office Operations
Lisa Carver, Post Office Review Investigator

Carver, Lisa K - Taylor Ridge, IL

Subject: Pilot Grove letters

Karen/Lisa,

I just got off the phone with Ted Vonderhaar, from the bank in Pilot Grove. He was actually very nice and said that he understands our position. His main concern about the post office closing is the pick-up of the afternoon mail. Since they do so much in the afternoon, they really need their mail to go out that day.

I explained to him that the "savings" is not only discontinuing services at the post office, but it's also by not having to continue the transportation to Pilot Grove to deliver and pick up mail, which would be something we would no longer have to do if the office is closed - I'm pretty much blunt and to the point. For some reason customers like this.

He wanted to know if he paid for the transportation to continue picking up the afternoon collection in Pilot Grove, is that something the Postal Service would consider? If so, how much would that cost?

Also - on all closings and suspensions are we not putting up CBU's for the PO Box customers?

Thanks!

Joni Martin, Manager, Consumer Affairs & Claims | United States Postal Service | * 7900 Hickman Road, Des Moines, IA 50324-9613 | * 515.251.2330 | * joni.k.martin@usps.gov | Hawkeye District



April 26, 2011

Kay Rash
Honorable Charles Grassley
131 W 3rd St. Ste 180
Davenport, IA 52801-1419

Dear Senator Grassley:

This is in response to your inquiry on behalf of your constituent, Jeanne Foecke, regarding Postal operations in Pilot Grove, IA.

Hawkeye District officials, who have administrative jurisdiction over postal operations in the area, confirm that they are conducting a study to discontinue operations at the Pilot Grove Post Office. The review is ongoing and no final decisions have been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

Additionally, before a post office can be closed, our field managers must provide every opportunity for customers to voice their opinions and air their concerns. Questionnaires, meetings, and other methods are used to ensure that all issues are fully explored before any final decision is made, and all final decisions are subject to review by the independent Postal Regulatory Commission. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

In response to your requests for Postal revenue and expense information, all requests for Postal financial records must be submitted in writing as a Freedom of Information Act (FOIA) request and mailed to the Hawkeye District FOIA Coordinator at:

FOIA Coordinator
7900 Hickman Rd.
Des Moines, IA 50318-4400

As soon as Ms. Foecke's FOIA request is received, it will be reviewed to determine if the information requested is releasable under the guidelines outlined in the FOIA.

Thank you for allowing me to address your constituents concerns. If you have further questions or concerns, please do not hesitate to contact the Hawkeye District Consumer Affairs office at 515-251-2330.

Sincerely,

Dennis McLaughlin
Manager, Consumer & Industry Contact

DM/mh

Reference: CA105029689

cc: Deah Westercamp, Postmaster, Pilot Grove, IA
Wendy Berg, Manager, Post Office Operations
Lisa Carver, Post Office Review Investigator

DISTRICT MANAGER
HAWKEYE DISTRICT



April 25, 2011

Jeanne Foecke
1349 Pilot Grove Rd.
Pilot Grove IA 52648

Dear Ms. Foecke:

This is in response to your inquiry regarding the Pilot Grove Post Office.

I appreciate the opportunity to respond to your concerns. Emergency suspensions of Postal facilities are not rare, and this was not an isolated or unique situation to Pilot Grove. Across the country, post offices are suspended for a number of reasons due to factors ranging from natural disasters and revocation of leases, to personnel issues and loss of utilities.

Postal operations in Pilot Grove were suspended on April 6, 2011, due to unavailable and qualified personnel. During this time, delivery and retail services will be provided to the community by a rural carrier administered by the West Point Post Office.

Additionally, before a post office can be closed, our field managers must provide every opportunity for customers to voice their opinions and air their concerns. Questionnaires, meetings, and other methods are used to ensure that all issues are fully explored before any final decision is made, and all final decisions are subject to review by the independent Postal Regulatory Commission. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

Thank you for allowing me to address your concerns. If you have further questions or concerns, please do not hesitate to contact Consumer Affairs and Claims at 515-251-2330.

Sincerely,

A handwritten signature in cursive script that reads "Gail M. Duba".

Gail M. Duba

cc: Post Office Review Coordinator
Manager, Post Office Operations

Section I

Responsiveness to Community Postal Needs

Any other pertinent information concerning Postal Service needs.

Section II

Effect on the Community

Were any other nonpostal items identified?

Section III

Effect on Employees

Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

Section IV

Economic Savings

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS- 11, Minimum, no COLA)

Fringe benefits 33.5%

Rental costs, excluding utilities

Total annual costs

Less estimated cost of replacement service

Total annual savings

\$	33167
\$	11111
\$	4500
\$	48778
-	2872
\$	45906

A one-time expense of \$ 0 will be/was incurred for installation of CBUs and parcel lockers.

Is postmaster salary based on the minimum salary without COLA?

Does postmaster salary reflect the current office evaluation?

Section V

Other Factors

The Postal Service has identified no other factors for consideration (if appropriate).

List other factors as appropriate.

Other factors when replacement service is a CPO.

Section VI

Summary

The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

Section VII

Notices

Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

Checklist Completed By:

Investigative Coordinator

Spik Law 3-14-11

Date

Reviewed and Certified By:

District PO Review Coordinator

WLC 5-13-11

Date

03/08/2011

SENIOR VICE PRESIDENT
GOVERNMENT RELATIONS AND PUBLIC POLICY
475 L'ENFANT PLAZA SW RM 10804
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close
the PILOT GROVE Post Office
Docket No. 1377495

This is to advise you that on 03/21/2011, I will post for public comment a proposal to close the PILOT GROVE Post Office in Lee, Congressional District No. 2.

If you have any questions, please call KAREN LENANE District Review Coordinator at (319) 399-2902.

GAIL DUBA
District Manager
HAWKEYE PFC District

cc: Manager, Customer Service Operations
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920
Proposal



03/10/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
PILOT GROVE Proposal
Docket No. 1377495 - 52648

Please post the enclosed proposal to close the PILOT GROVE Post Office in the lobby. The proposal must be posted in a prominent place from 03/21/2011 through close of business on 05/22/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (319) 399-2902.

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC District

Enclosures: PS Form 4920
Proposal
Invitation for Comments
Comment Forms
Official Record

Date of Posting: 03/21/2011

Date of Removal: 05/22/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE PILOT GROVE, IA POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

To the customers of the Pilot Grove Post Office:

The Postal Service is considering the close of the Pilot Grove Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 03/21/2011 through 05/22/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Pilot Grove Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

KAREN LENANE
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.



WENDY BERG
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Date of Posting: 03/21/2011

Posting Round Date:

Date of Removal: 05/22/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE PILOT GROVE, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1377495 - 52648

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Pilot grove, IA Post Office and provide delivery and retail services by Rural Route Service under the administrative responsibility of the West point Post Office, located seven miles away.

The postmaster position became vacant when the postmaster retired on January 29, 2010. An employee from a neighboring office was installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The Pilot grove Post Office, an EAS-11 level, provided service from 07:30 to 17:00 Monday - Friday , 07:30 to 09:30 on Saturday and lobby hours of 7:30 - 17:00 on Monday - Friday and 7:30 - 9:30 on Saturday to 20 Post Office box customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged seven transaction(s) accounting for six minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$141,426 (369 revenue units) in FY 2008; \$115,741 (302 revenue units) in FY 2009; and \$45,029 (117 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On March 03, 2011, representatives from the Postal Service were available at Pilot Grove Savings Bank to answer questions and provide information to customers. 25 customers attended the meeting.

On February 17, 2011, 20 questionnaires were distributed to delivery customers of the Pilot grove Post Office. Questionnaires were also available over the counter for retail customers at Pilot grove Post Office. 12 questionnaires were returned. 1 responses were favorable, 17 unfavorable, and 6 expressed no opinion regarding the proposed alternate service.

If this proposal is implemented, delivery and retail services will be provided by the West point Post Office, an EAS-16 level office. Window service hours at the West point Post Office are from 08:00 16:30, Monday through Friday, and 08:30 10:00 on Saturday. There are 125 post office boxes available.

Retail service is also available at the Houghton Post Office an EAS-11 level office, located five miles away. Window service hours at Houghton Post Office are from 08:00 16:15, Monday through Friday and 08:00 09:15 on Saturday. There are 52 post office boxes available for rent.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

- | | |
|-------------|--|
| 1. Concern: | Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages |
| Response: | The customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. |
| 2. Concern: | Customers expressed concern about collection of outgoing mail |
| Response: | The customer expressed a concern about the collection of outgoing mail. Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox. |
| 3. Concern: | Customers expressed concern about collection of outgoing mail. |
| Response: | Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox. |
| 4. Concern: | Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community |
| Response: | The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner. |
| 5. Concern: | Customers expressed concern over the dependability of rural route service |

	Response:	The customer expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
6.	Concern:	Customers felt the loss of a post office would have a detrimental effect on the business community
	Response:	The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected.
7.	Concern:	Customers questioned the economic savings of the proposed discontinuance
	Response:	The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
	Concern:	Customers said they would miss the special attention and assistance provided by the personnel at the
	Response:	Customers said they would miss the special attention and assistance provided by the personnel at the Pilot Grove Post Office. Courteous and helpful service will be provided by personnel at the West Point Office and from the carrier. Special assistance will be provided as needed.
9.	Concern:	Customers said they would miss the special attention and assistance provided by the personnel at the
	Response:	The customer stated that you would miss the special attention and assistance provided by the personnel at the Pilot Grove Post Office. Courteous and helpful service will be provided by personnel at the West Point Post Office and from the carrier. Special assistance will be provided as needed.
10.	Concern:	Customers were concerned about growth in the community
	Response:	The customer expressed a concern about growth in the community. The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
11.	Concern:	Customers were concerned about having to make an address change on their bank checks and stationery
	Response:	The customer expressed a concern about an address change on checks and stationery. Customers will use a carrier route address. The new address will continue to use the community name and zip code. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.
12.	Concern:	Customers were concerned about later delivery of mail

Response:

The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

13. **Concern:**

Customers were concerned about mail security

Response:

The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

14. **Concern:**

Customers were concerned about obtaining services from the carrier

Response:

The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some imm

15. **Concern:**

You were concerned about having to travel to another post office for service

Response:

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

16. **Concern:**

Customer expressed a concern about irregular hours that the rural route serves the community

Response:

The customer expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located 7 miles away.

17. **Concern:**

Customer expressed a desire to relocate the Pilot Grove Post Office to another location in town.

Response:

Existing postal facilities in the vicinity of the suspended office will provide regular and effective service to the Pilot Grove customers.

18. **Concern:**

Customers asked why their post office was being discontinued while others were retained

	Response:	The customer asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
19.	Concern:	Customers expressed concern about collection of outgoing mail
	Response:	The customer expressed a concern about the collection of outgoing mail. Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.
20.	Concern:	Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community
	Response:	The customer expressed a concern that the Postal Service exhibits a lack of interest for the needs of the community. USPS is a customer-oriented organization that works hard to get its customers and employees to share that orientation. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
21.	Concern:	Customers felt the loss of a post office would have a detrimental effect on the business community
	Response:	The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected.
22.	Concern:	Customers inquired about mailbox installation and maintenance
	Response:	The customer expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
23.	Concern:	Customers questioned the economic savings of the proposed discontinuance
	Response:	The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
24.	Concern:	Customers were concerned about having to make an address change on their bank checks and stationery
	Response:	The customer expressed a concern about an address change. Customers that erect a rural mailbox along the carrier's line of travel will be assigned a 911 address. Customers can continue to use the community name, suspended Post Office, in the last line of the address. Customers may deplete their current supply of check s and stationery and make the address corrections when ordering new supplies.
25.	Concern:	Customers were concerned about later delivery of mail
	Response:	The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we

vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

26. **Concern:**

You were concerned about having to travel to another post office for service

Response:

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

Some advantages of the proposal are:

1. The carrier provides retail services, alleviating the need to go to the Post Office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay Post Office box fees.
6. Saves time and energy for customers who drive to the Post Office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services are provided by the carrier
2. Meeting the carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in mailing address. The community name and the ZIP Code will continue to be used in the new address. However, a carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Pilot grove is not an incorporated community located in Lee County. The community is administered politically by None. Police protection is provided by the Lee County Sheriff Department. Fire protection is provided by the Lee County Fire Department. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: St. Paul Catholic Church St. Paul 52657 Lee County DOT (mails large envelope daily from this P.O.) , Pilot Grove Savings Bank 1341 Pilot Grove Rd. JJ Nichtings 1342 Pilot Grove Rd Steffensmeier Welding 1311 Pilot Grove Rd. Quality Feeds Plus 2033 Locust St. St. Paul IA 52657 Perfect Puppies 1215 215th Ave West Point, IA 52656 Home Town Vet south of Pilot Grove, IA Schwartz Tavern 1345 Pilot Grove Rd. Kaye's HenHouse 1315 Pilot Grove Rd Paul's Processing 1315 Pilot Grove Rd. Merschman Furniture St. Paul IA 52657 Merschman Carpet St. Paul 52657 Foecke Farms 1349 Pilot Grove Rd . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Pilot grove Post Office will be available at the West point Post Office. Government forms normally provided by the Post Office will also be available at the West point Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

- | | |
|--------------------|--|
| 1. Concern: | Customer expressed a concern about nonpostal services |
| Response: | The customer expressed a concern about nonpostal services. You stated that you utilized the public bulletin board. There is a bulletin board at the West Point Post Office that can be utilized for this purpose. You expressed concern about accessing government forms which used to be provided by the post office. Due to the Paper Reduction Act these forms are available by contacting your local government agency, checking your library, or online at IRS.gov. |
| 2. Concern: | Customer expressed a concern about nonpostal services |
| Response: | The customer expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town. |
| 3. Concern: | Customer expressed a concern about nonpostal services |

Response:

The customer stated that you utilized the public bulletin board. There is a bulletin board at the West Point Post Office that can be utilized for this purpose. You expressed concern about accessing government forms which used to be provided by the post office. Due to the Paper Reduction Act these forms are available by contacting your local government agency, checking your library, or online at IRS.gov.

4. Concern:

Customers expressed concern for loss of community identity

Response:

The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses.

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service is expected to be able to handle any future growth in the community.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster retired on January 29, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 45,906 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,167
Fringe Benefits @ 33.5%	\$ 11,111
Rental Costs, Excluding Utilities	<u>+ \$ 4,500</u>
Total Annual Costs	\$ 48,778
Less Annual Cost of Replacement Service	<u>- \$ 2,872</u>
Total Annual Savings	<u>\$ 45,906</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Pilot grove, IA Post Office and provide delivery and retail services by Rural Route service under the administrative responsibility of the West point Post Office, located seven miles away.

The postmaster retired on January 29, 2010. If the office has a noncareer PMR, they may be separated from the Postal Service. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Pilot grove Post Office provided delivery service to no customers and 20 PO Box customers. The daily retail window transactions averaged seven. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a Post Office for service. The Postal Service will save an estimated \$45,906 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Pilot grove Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this Post Office. If a final determination is made to close this Post Office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

WENDY BERG

WENDY BERG
anager, Post Office Operations

03/21/2011

Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the PILOT BROVE Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date _____



05/13/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 05/22/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

KAREN LENANE
Post Office Review Coordinator
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Date of Posting: 03/21/2011

Posting Round Date:



Date of Removal: 05/22/2011

Removal Round Date:



PROPOSAL TO CLOSE
THE PILOT GROVE, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1377495 - 52648

Date of Posting: 03/21/2011

Date of Removal: 05/22/2011



UNITED STATES POSTAL SERVICE

Invitation for Comments on the Proposal to CLOSE

the PILOT GROVE Post Office



and Establish Rural Route Service Service

To the customers of the PILOT GROVE Post Office:

The Postal Service is considering the close of the PILOT GROVE Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 03/21/2011 through 05/22/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the PILOT GROVE PO. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

KAREN LENANE
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.

Sincerely,

WENDY BERG
WENDY BERG
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Date of Posting: 03/21/2011

Posting Round Date:



Date of Removal: 05/22/2011

Removal Round Date:



PROPOSAL TO CLOSE
THE PILOT GROVE, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1377495 - 52648

Date of Posting: 03/21/2011

Date of Removal: 05/22/2011

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the PILOT GROVE Post Office

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Copies of the proposal and optional comment forms are available upon request at the PILOT GROVE PO. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

KAREN LENANE
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.

Sincerely,

Wendy Berg

WENDY BERG
WENDY BERG
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

**NOTICE OF TAKING PROPOSAL AND COMMENTS
UNDER INTERNAL CONSIDERATION**

Date 05/18/2011

Postal Customers of the Pilot grove Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to consolidate the Pilot grove Post Office, which was posted 03/21/2011 through 05/22/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Pilot grove Post Office who disagrees will have the right to appeal that decision to the Postal Rate Commission in Washington, DC.

Sincerely,

A handwritten signature in cursive script that reads "Wendy A. Berg". The signature is written in dark ink and is positioned above the typed name and address.

WENDY BERG
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Naren Lenane
P.O. Box 9998
Cedar Rapids, Ia 52406-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the PILOT GROVE Post Office.

- Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
we have a vet clinic and reproductive clinic just south of Pilot Grove and thus utilize the Pilot Grove Post Office approximately 3 times per week at least. Having a business in a rural community is a great experience so it is vital for us to have access to things like a post office. Losing the Pilot Grove Post Office would make things more challenging for my employees.
- Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
We are a very close community and having the post office is wonderful for all of the rural people - there are several businesses in the area that readily utilize the office - from Pilot Grove Bank, Nightings, Quality Plus, Steffensmeyer's to local farmers.
- Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.
We greatly appreciate having quick access to a postal service & would like to see it stay open.

Dr. Tara Gerard, DVM
Name of Postal Customer


Signature of Postal Customer

15108 + 15164 Pilot Grove Rd
Mailing Address

West Point, IA 52651
City, State, and ZIP Code

3-21-11
Date



06/03/2011

DR TARA GERDES, DVM
1564 PILOT GROVE ROAD
WEST POINT, IA 52656

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the PILOT GROVE. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You felt the loss of a Post Office would have a detrimental effect on the business community. Businesses generally require regular and effective postal services, and these will always be provided to the Pilot Grove community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

I realize that with change there is always concern. However, we are confident that rural route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script that reads "Wendy A. Burg".

Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the PILOT GROVE Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Huge lack of convenience in mailing pkgs & buying stamps. By discontinuing this P.O., the local company that mails pkgs several times/wk will send their business thru UPS

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Loss of identity - the Post Office is the hub of this community neighborhood - why not keep it open at least 1/2 day!? This office is a revenue source for the Post Office - bottomline is always financial balance

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

This office is one of very few that has always operated in the black - revenue has always been greater than expenses.

JEANNE A. FOECKE

Jeanne A. Foecke

Name of Postal Customer

Signature of Postal Customer

P.O. Box 8

Mailing Address

PILOT GROVE IA 52648

City, State, and ZIP Code

4/11/11

Date

APR 13 2011 13:45
PILOT GROVE



06/03/2011

JEANNE A FOECKE
PO BOX 8
PILOT GROVE, IA 52648

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the PILOT GROVE. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of Pilot Grove, IA 52648 in addresses.
- You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.

I realize that with change there is always concern. However, we are confident that rural route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script that reads "Wendy A. Burg".

Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Considering that we were to hook up the
bathroom which is already installed would
it be possible that some rural routes could
be consolidated to our post office. We would
have room for at least 7 routes. We have
ample parking space with a back door.
Our postmaster doesn't have many boxes so
she would have time to sort the mail
on the routes to get them out early.

Hearing about all the consolidations, we ask
at you look into this.

Concerned Citizens

We need our Pelot Grove P.O.



06/03/2011

JEREMY PATTON
PO BOX 10
PILOT GROVE, IA 52648

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the PILOT GROVE. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You asked why not consolidate the Pilot Grove Post Office with others and leave the Pilot Grove PO open. Pilot Grove is being studied for discontinuance since there is a vacancy in the office. When there is a vacancy it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. Rural delivery is a more cost efficient means of alternate service than a brick and mortar building. Rural delivery can provide the community of Pilot Grove with effective and regular service.

I realize that with change there is always concern. However, we are confident that rural route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script that reads "Wendy A. Burg".

Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



A. Office

Name: PILOT GROVE State: IA Zip Code: 52648
Area: WESTERN District: HAWKEYE PFC
Congressional District: 2 County: Lee
EAS Grade: 11 Finance Number: 187200
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 06/03/2011
Fax No: (319) 399-5502

Analysis of 60-Day Posting Comments

Number of comments returned

Total questionnaires distributed	3
Favorable comments	0
Unfavorable comments	3
No opinion expressed	0
Total comments returned	3

Postal Concerns

The following postal concerns were expressed

1. Concern (Unfavorable):
Customers questioned the economic savings of the proposed discontinuance.
Response:
You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.
2. Concern (Unfavorable):
Customers asked why their post office was being discontinued while others were retained.
Response:
You asked why not consolidate the Pilot Grove Post Office with others and leave the Pilot Grove PO open. Pilot Grove is being studied for discontinuance since there is a vacancy in the office. When there is a vacancy it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. Rural delivery is a more cost efficient means of alternate service than a brick and mortar building. Rural delivery can provide the community of Pilot Grove with effective and regular service.
3. Concern (Unfavorable):
Customers felt the loss of a Post Office would have a detrimental effect on the business community.
Response:
You felt the loss of a Post Office would have a detrimental effect on the business community. Businesses generally require regular and effective postal services, and these will always be provided to the Pilot Grove community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

Nonpostal Concerns

The following nonpostal concerns were expressed

1. Concern (Unfavorable):
Customers expressed concern for loss of community identity.
Response:
You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of Pilot Grove, IA 52546 in addresses.



05/27/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
PILOT GROVE
Docket Number 1377495 - 52648

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in cursive script that reads "Gail Duba".

GAIL DUBA
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code:	PILOT GROVE, IA, 52648-5000
EAS Level:	11
District:	HAWKEYE PFC
County:	Lee
Congressional District:	2
Proposal:	<input checked="" type="checkbox"/> Close <input type="checkbox"/> Consolidate
Reason For Proposed:	retired
Alternate Service Proposed:	Rural Route Service
Customers Affected:	
Post Office Box:	20
General Delivery:	0
Rural Route:	0
Highway Contract Route (HCR):	0
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
Total number of customers:	20

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
01/29/2010	Postmaster vacancy occurred. Reason: retired
	OIC: Career: 0 Noncareer: 0 Other Employees: 0
01/07/2011	District manager authorization to study.
02/17/2011	Questionnaires sent to customers. Number sent: 20 Number Returned: 12 Analysis: Favorable: 1 Unfavorable: 17 No Opinion: 6
	Petition received. Number of signatures: 0
	Concerns expressed:
04/12/2011	Congressional inquiry received: Yes
	Concerns expressed:
03/08/2011	Proposal and checklist sent to district for review.
03/08/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
03/08/2011	Proposal and invitation for comments posted and round-dated.
05/03/2011	Proposal and invitation for comments removed and round-dated.
	Comment Analysis: Favorable: 0 Unfavorable: 3 No Opinion: 0 3
None	Premature PRC appeal received.
	Concerns expressed:
05/13/2011	Updated PS Form 4920 completed (if necessary).
05/27/2011	Certification of the official record.
	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal:
	Affirmed: _____ Remanded: _____ USPS Withdrawn: _____
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No. _____ Effective date: _____

Review Coordinator/person most familiar with the case:

KAREN LENANE
Name/Title

KAREN LENANE
District Post Office Review Coordinator

(319) 399-2902
Telephone Number

(319) 399-2902
Telephone Number



06/06/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA ROOM 5621
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Pilot Grove Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Karen Lenane, Post Office Review Coordinator, at (319) 399-2902 or Wendy Berg Manager Post Office Operations.

A handwritten signature in cursive script that reads "Gail M. Duba".

GAIL DUBA
DISTRICT MANAGER
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4E/P1377495.pdf>)
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

cc: Vice President, WESTERN Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the PILOT GROVE was received by 06/08/2011.
Please contact the Headquarters coordinator at (202) 268-5083 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

***Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and** **and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.

Date of Posting: 07/08/2011

Date of Removal: 08/09/2011

FINAL DETERMINATION TO CLOSE
THE PILOT GROVE, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1377495 - 52648

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Pilot Grove, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the West Point Post Office, located seven miles away.

The postmaster position became vacant when the postmaster retired on January 29, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Study for discontinuance request based on minimal workload, revenue, need for more operational efficiency and the ability for the Postal Service to provide effective and regular service by an alternate means.

The Pilot Grove Post Office, an EAS-11 level, provides service from 07:30 - 11:30 - 13:00 - 17:00 Monday - Friday, 07:30 - 09:30 Saturday and lobby hours of 7:30 - 17:00 on Monday - Friday and 7:30 - 9:30 on Saturday to 20 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged seven transaction(s) accounting for six minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$141,426 (369 revenue units) in FY 2008; \$115,741 (302 revenue units) in FY 2009; and \$45,029 (117 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On March 03, 2011, representatives from the Postal Service were available at Pilot Grove Savings Bank to answer questions and provide information to customers. 25 customer(s) attended the meeting.

On February 17, 2011, 20 questionnaires were distributed to delivery customers of the Pilot Grove Post Office. Questionnaires were also available over the counter for retail customers at the Pilot Grove Post Office. 12 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 1 favorable, 17 unfavorable, and 6 expressed no opinion.

One congressional inquiry was received on April 12, 2011.

When this final determination is implemented, delivery and retail services will be provided by the West Point Post Office, an EAS-16 level office. Window service hours at the West Point Post Office are from 08:00-12:00 & 13:00-16:30, Monday through Friday, and 08:30-10:00 on Saturday. There are 125 post office boxes available.

The proposal to close the Pilot Grove Post Office was posted with an invitation for comment at the Pilot Grove Post Office, Houghton Post Office and West Point Post Office from March 21, 2011 to May 22, 2011. The following additional concerns were received during the proposal posting period:

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| 1. Concern: | Customers asked why their post office was being discontinued while others were retained |
| Response: | The customer asked why not consolidate the Pilot Grove Post Office with others and leave the Pilot Grove PO open. Pilot Grove is being studied for discontinuance since there is a vacancy in the office. When there is a vacancy it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. Rural delivery is a more cost efficient means of alternate service than a brick and mortar building. Rural delivery can provide the community of Pilot Grove with effective and regular service. |
| 2. Concern: | Customers felt the loss of a Post Office would have a detrimental effect on the business community. |
| Response: | The customer felt the loss of a Post Office would have a detrimental effect on the business community. Businesses generally require regular and effective postal services, and these will always be provided to the Pilot Grove community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued. |

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- | | |
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| 1. Concern: | Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages |
|--------------------|--|

	Response:	The customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
2.	Concern:	Customers expressed concern about collection of outgoing mail
	Response:	The customer expressed a concern about the collection of outgoing mail. Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.
3.	Concern:	Customers expressed concern about collection of outgoing mail.
	Response:	Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.
4.	Concern:	Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community
	Response:	The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
5.	Concern:	Customers expressed concern over the dependability of rural route service
	Response:	The customer expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
6.	Concern:	Customers felt the loss of a post office would have a detrimental effect on the business community
	Response:	The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected.
7.	Concern:	Customers questioned the economic savings of the proposed discontinuance
	Response:	The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
8.	Concern:	Customers said they would miss the special attention and assistance provided by the personnel at the
	Response:	Customers said they would miss the special attention and assistance provided by the personnel at the Pilot Grove Post Office. Courteous and helpful service will be provided by personnel at the West Point Office and from the carrier. Special assistance will be provided as needed.
9.	Concern:	Customers said they would miss the special attention and assistance provided by the personnel at the

- Response:** The customer stated that you would miss the special attention and assistance provided by the personnel at the Pilot Grove Post Office. Courteous and helpful service will be provided by personnel at the West Point Post Office and from the carrier. Special assistance will be provided as needed.
10. **Concern:** Customers were concerned about growth in the community
- Response:** The customer expressed a concern about growth in the community. The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
11. **Concern:** Customers were concerned about having to make an address change on their bank checks and stationery
- Response:** The customer expressed a concern about an address change on checks and stationery. Customers will use a carrier route address. The new address will continue to use the community name and zip code. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.
12. **Concern:** Customers were concerned about later delivery of mail
- Response:** The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.
13. **Concern:** Customers were concerned about mail security
- Response:** The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
14. **Concern:** Customers were concerned about obtaining services from the carrier
- Response:** The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the

carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

15. **Concern:** You were concerned about having to travel to another post office for service
- Response:** The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
16. **Concern:** Customer expressed a concern about irregular hours that the rural route serves the community
- Response:** The customer expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located 7 miles away.
17. **Concern:** Customer expressed a desire to relocate the Pilot Grove Post Office to another location in town.
- Response:** Existing postal facilities in the vicinity of the suspended office will provide regular and effective service to the Pilot Grove customers.
18. **Concern:** Customers inquired about mailbox installation and maintenance
- Response:** The customer expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBU's can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Pilot Grove is an unincorporated community located in Lee County. The community is administered politically by None. Police protection is provided by the Lee County Sheriff Department. Fire protection is provided by the Lee County Fire Department. The community is comprised of self employed and farmers and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: St. Paul Catholic Church St. Paul 52657 Lee County DOT (mails large envelope daily from this P.O.) , Pilot Grove Savings Bank 1341 Pilot Grove Rd. JJ Nichtings 1342 Pilot Grove Rd Steffensmeier Welding 1311 Pilot Grove Rd. Quality Feeds Plus 2033 Locust St. St. Paul IA 52657 Perfect Puppies 1215 215th Ave West Point, IA 52656 Home Town Vet south of Pilot Grove, IA Schwartz Tavern 1345 Pilot Grove Rd. Kaye's HenHouse 1315 Pilot Grove Rd Paul's Processing 1315 Pilot Grove Rd. Merschman Furniture St. Paul IA 52657 Merschman Carpet St. Paul 52657 Foecke Farms 1349 Pilot Grove Rd . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Pilot Grove Post Office will be available at the West Point Post Office. Government forms normally provided by the Post Office will also be available at the West Point Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- | | |
|---|--|
| <p>1. Concern:</p> <p>Response:</p> | <p>Customer expressed a concern about nonpostal services</p> <p>The customer expressed a concern about nonpostal services. You stated that you utilized the public bulletin board. There is a bulletin board at the West Point Post Office that can be utilized for this purpose. You expressed concern about accessing government forms which used to be provided by the post office. Due to the Paper Reduction Act these forms are available by contacting your local government agency, checking your library, or online at IRS.gov.</p> |
| <p>2. Concern:</p> <p>Response:</p> | <p>Customer expressed a concern about nonpostal services</p> <p>The customer expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.</p> |
| <p>3. Concern:</p> <p>Response:</p> | <p>Customer expressed a concern about nonpostal services</p> <p>The customer stated that you utilized the public bulletin board. There is a bulletin board at the West Point Post Office that can be utilized for this purpose. You expressed concern about accessing government forms which used to be provided by the post office. Due to the Paper Reduction Act these forms are available by contacting your local government agency, checking your library, or online at IRS.gov.</p> |
| <p>4. Concern:</p> <p>Response:</p> | <p>Customers expressed concern for loss of community identity</p> <p>The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of Pilot Grove, IA 52648 in addresses.</p> |

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on January 29, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 45,906 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,167
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 4,500</u>
Total Annual Costs	\$ 48,778
Less Annual Cost of Replacement Service	<u>- \$ 2,872</u>
Total Annual Savings	<u>\$ 45,906</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

This is the final determination to close the Pilot Grove, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the West Point Post Office, located seven miles away.

The postmaster retired on January 29, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Pilot Grove Post Office provided delivery and retail service to 20 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged seven. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$45,906 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Pilot Grove Post Office, Houghton Post Office and West Point Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Pilot Grove Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Pilot Grove Post Office, Houghton Post Office and West Point Post Office during normal office hours.



Dean J Granholm
Vice President of Delivery and Post Office Operations

07/01/2011

Date



07/08/2011

OFFICER-IN-CHARGE/POSTMASTER
Pilot Grove Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Pilot Grove Post Office Final
Determination Docket No. 1377495 - 52648

Please post in the lobby the enclosed final determination to close the Pilot Grove Post Office. The final determination must be posted in a prominent place from 07/08/2011 through close of business on 08/09/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 08/10/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Karen Lenane".

KAREN LENANE
POST OFFICE REVIEW COORDINATOR
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998



Date of Posting: 07/08/2011

Date of Removal: 08/09/2011

FINAL DETERMINATION TO CLOSE
THE PILOT GROVE, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1377495 - 52648



Date of Posting: 07/08/2011

Date of Removal: 08/09/2011

FINAL DETERMINATION TO CLOSE
THE PILOT GROVE, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1377495 - 52648